



**Do you need to
make a complaint?**

We have someone
you can talk to.

coastshelter.org.au

What is a complaint?

A complaint usually occurs when a client or stakeholder is unhappy with the quality of service they have received. It may be a decision that has been made, or an action that has been taken, or a failure to act. Complaints may relate to not being listened to or being treated unfairly.



How does Coast Shelter manage complaints?

Coast Shelter is committed to providing excellent client service and will seek to action complaints as quickly as possible. You can informally resolve the complaint by talking to a Coast Shelter staff member you trust. Or, make a formal complaint to Head office. In any case, we will act openly and honestly within clear timeframes and objectives.

- All complaints are managed with a position of confidentiality. You can choose to remain anonymous. However, it may limit our ability to respond.
- Coast Shelter will strive to resolve the complaint fairly and respectfully.
- We will consider each issue including the impact of the complainant, and our ability to alter the outcomes.
- We will refer to the relevant Policy and Procedures if applicable.

[View the Complaint Management Policy](#)

Making a complaint.

- ▶ Coast Shelter will acknowledge your complaint within a maximum of three business days.
- ▶ We will strive to resolve any complaint in a fair and transparent matter.
- ▶ We investigate complaints to establish what action we can take to achieve a fair and suitable outcome.
- ▶ We will communicate the outcome and reasons for the decision to the complainant and any actions taken by Coast Shelter to resolve the matter.
- ▶ We will follow up with the complainant with ongoing changes.

How to make a complaint.

1. Talk to a Coast Shelter Staff member or Case Manager you trust, or;
2. Write an email to the confidential email complaints@coastshelter.org.au
3. By calling Head Office at **(02) 4325 3540, or;**
4. You can also make a complaint to an external agency such as:

▶ **NSW Ombudsman**

P: (02) 9286 1000 or 1800 451 524
E: nswombo@ombo.nsw.gov.au
W: www.ombo.nsw.gov.au

▶ **The Anti-Discrimination Board of NSW**

P: (02) 9268 5544 or 1800 670 812
E: complaintsadb@agd.nsw.gov.au
W: www.antidiscrimination.justice.nsw.gov.au

▶ **NSW Information & Privacy Commissioner**

P: 1800 472 679
E: ipcinfo@ipc.nsw.gov.au
W: www.ipc.nsw.gov.au

▶ **Registrar of Community Housing**

P: 1800 330 940
E: registrar@homes.nsw.gov.au
M: PO Box 2236, Burwood North NSW 2134

About Coast Shelter

Coast Shelter is a not for profit organisation providing accommodation and support services to homeless persons and victims of domestic and family violence on the Central Coast. Coast Shelter's programs include nine crisis refuges and a Community Centre which provides free meals and practical assistance to help people avoid homelessness.

Coast Shelter's ten accommodation programs are funded by the NSW Department of Communities and Justice. The Coast Community Centre is funded by our Central Coast community supporters.



Coast Shelter acknowledges the Darkinjung people, the custodians of the land on which we work, live and gather, and we recognise their continuing connection to land, water and community. We pay respect to Elders past and present and the emerging young leaders of tomorrow.

Coast Shelter is proudly committed to diversity and social inclusion, incorporating Aboriginal and Torres Strait Islander peoples, those who identify as LGBTQIA+, people who live with a disability, and those from culturally and linguistically diverse backgrounds.

Coast Shelter is recognised by the Australian Taxation Office as a Public Benevolent Institution and is a Registered Charity (CFN: 15695) making all donations over \$2 tax deductible.



Head Office



Phone (02) 4325 3540
Email admin@coastshelter.org.au
Address 346 Mann St, North Gosford
Postal PO Box 1234, Gosford NSW 2250
ABN 46 095 999 287