

Providing Feedback and Making Complaints

We value any feedback and complaints you have, to help us improve our services.

WCS service areas regularly collect feedback on the services they deliver. The area you are dealing with can provide more information about their process.

We have a complaints process to ensure any concerns you have are raised with the relevant area and staff and we will respond to you.

Your rights

Anyone who has a comment, complaint or concern about WCS has the right to have the matter dealt with fairly and promptly, without fear of reprisal.

You can involve the help of a friend and/or advocate if you wish.

We will protect the confidentiality of all information around your complaint, only sharing as needed to be able to respond to you.

You can make an anonymous complaint, although this means we will not be able to respond to you.

Providing feedback or making a complaint to WCS

If you have any feedback or complaints, please contact the WCS area you are dealing with in the first instance, if you feel comfortable to do so.

If you do not feel comfortable contacting the area, or are not happy with their response, you can contact WCS directly.

You can provide feedback or make a complaint in writing (PO Box 35, Woden, ACT, 2606), through our website (www.wcs.org.au), via email (info@wcs.org.au) or via telephone (6282 2644). You can direct your feedback or complaint to: the line area manager, the Director of Corporate Services, the Chief Executive Officer of WCS, or the Chair of the WCS Board.

Please let us know if you have any other questions or would like a copy of our full Complaints Policy.

Other options for complaints

For some WCS services or types of complaints, you may be able to make a complaint to an external body, if you are not happy with the response from WCS.

Office of the Australian Information Commissioner

If you think that we have mishandled your personal information, you can lodge a written complaint with the Office of the Australian Information Commissioner. Details are on their website:

www.oaic.gov.au/privacy/privacy-complaints/lodge-a-privacy-complaint-with-us/

ACT Human Rights Commission

The Commission includes the **Public Advocate & Children and Young People Commissioner** and the **Discrimination, Health Services, Disability and Community Services Commissioner**. You can contact the Commission by telephone (6205 2222), email (human.rights@act.gov.au) or through their website (www.hrc.act.gov.au).

Children's Education and Care Assurance (CECA)

The ACT Regulatory Authority, Children's Education and Care Assurance (CECA), can receive complaints about education and care services operating in the ACT, including outside school hours care and early learning centres. You can contact CECA by telephone (6207 7581 or 6207 1114) or email (complaintsCECA@act.gov.au).

NDIS Quality and Safeguards Commission

If you have a concern about your NDIS supports or services, you can contact the NDIS Commission by telephone (800 035 544: free call from landlines), TTY 133 677 or completing a [complaint contact form](#). For more information, see their website: www.ndiscommission.gov.au/about/complaints.