

A complaint is a way of telling us you are not happy with Family Advocacy's staff or activities.

It gives us the chance to put things right.

1.



We will send you a letter or contact you within 7 days.

4.



You can make a complaint by talking to us on **9869 0866** OR **1800 620 588**

2.



The Management Committee of Family Advocacy will be told about the complaint.

5.



Or you can write to us
Suite 704, 88-90 George St
Hornsby NSW 2077
communications@family-advocacy.com

3.



All complaints will be resolved within 42 days.

6.

If you wish to have the complaint investigated by an outside agency, you can contact the

Complaints Resolution & Referral Service

FREECALL 1800 880 052