

Feedback and Complaints

We take all complaints, feedback and suggestions seriously and view them as an opportunity for us to improve the quality and safety of the services we provide.

You can provide us with compliments or suggestions to let us know what we're doing well or let us know your ideas for improving our service.

As a client you also have the right to provide feedback or make a complaint about the services we offer, how they are delivered and how you have been treated.

You can also appeal or question any decisions we have made about how we support you.

If you need assistance with advising us of your concerns, you have the right to bring a trusted support person with you. This can be a trusted friend or family member, another worker or an independent advocate.

How to provide feedback?

You can provide your feedback directly to your solicitor (or relevant legal staff member). You can speak with them in person, over the phone, by email or provide feedback through our Client Satisfaction Survey.

If you are not comfortable speaking with your solicitor (or other legal staff member), you can ask to speak with the Principal Solicitor or Executive Manager Regional Services.

Speaking with us provides the opportunity for us to understand your issue and work together to resolve issues where possible.

You also have the right to provide your feedback anonymously. Although if you choose to do this, we will not be able to advise you of the result of your feedback, however we still treat anonymous feedback seriously.

What will we do with your information?

We will use your information:

- as an opportunity to improve our services
- to resolve your complaint
- to check the compliance of lawyers with their obligations

Generally we need to tell the lawyer if a complaint is made to give them an opportunity to respond.

How to make a formal complaint?

Formal complaints must be provided in writing and can be completed through the following methods:

- **email** legal@safvcentre.org.au
- **post** to Principal Solicitor
PO Box 547
Warrnambool VIC 3280
- **deliver** to Principal Solicitor
131-133 Kepler Street
Warrnambool VIC 3280
- **online** complete our Client Satisfaction Survey via surveymonkey.com/r/EHLPSSurvey or scan QR Code:



How do we respond to complaints?

Generally, we aim to contact you to acknowledge your complaint within 5 business days and resolve your complaint within 28 business days.

However, sometimes we need more time to resolve complex complaints.

What if you're not satisfied?

Sometimes we are unable to resolve a complaint to your satisfaction. If this happens, you can contact the following external services.

Victorian Legal Services Board and Commissioner for complaints against a Victorian Lawyer:

- **online** via lsc.vic.gov.au
- **call** 1300 796 344 (if you have no internet access)

Victorian Ombudsman if you are unhappy with how we handled your complaint:

- **online** via ombudsman.vic.gov.au
- **call** 1800 806 314 (if you have no internet access)