

Respect and Values

AWAHS respect and values the views of clients and we value complaints as they assist us to improve our services and customer service.

AWAHS is committed to being responsive to the needs and concerns of our customers or potential customers and to resolving your complaint as quickly as possible.



Services available to assist you to make a complaint

- If you are a non-English speaking person, call the Translating and Interpreter Service (TIS) on: **131 450**
- If you are deaf, have a hearing impairment or speech impairment, contact the **National Relay Service**:
 - * TTY users phone **02 9264 8050**
 - * Speak and Listen users phone **1300 555 727** then ask for **02 9286 1000**

Need further Advice?
Call **Ombudsman NSW**

- Phone: 02 9286 1000
- Toll free: 1800 451 524
- Web: www.ombo.nsw.gov.au

Albury Wodonga Aboriginal Health
Service

644 Daniel Street
Glenroy, P.O Box 3040, Albury NSW 2640

P:02 60 401 200 F:02 60 401 222

AWAHS Client Complaints Handling Information





What AWAHS will ensure

- All clients will be informed of how to raise a complaint
- Complaints will be documented and dealt with in a timely manner
- Complaints are dealt with fairly, and confidentially
- You will be contacted regarding your complaint

How a complaint can be made



Call AWAHS on
0260 401200



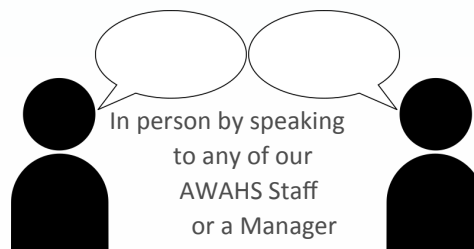
Complete a Client
Complaints Form which you
can get off reception



Write to us and post it
to AWAHS
Att: Manager; PO Box
3040 Albury NSW 2640



Send an email to
enquiries@awahs.com.au
Or fax: 02 6040 1222



In person by speaking
to any of our
AWAHS Staff
or a Manager

The Complaints Process

Complaint Received

Complaint Investigated

Complaint acknowledged

Resolution and outcome
determined

Resolution and outcome
advised

Complaint closed and
outcome recorded

*Still not satisfied with the
outcome? Please write a
letter to the chairperson of
the AWAHS Board*