

(08) 9175 0148

Compliment\Complaints Form

Domestic Violence Support



Financial Counselling



Tenancy Support



Legal Service



Redress



Community Migrant Service



Please address all complaints to the Head Office
in Karratha or give to your nearest PCLS office.

Pilbara Community Legal Service
PO Box 132
Karratha WA 6714

Outcome of your complaint

PCLS encourages clients to let us know what they expect to occur as a result of the complaint. This will assist us in resolving client complaints. For example, clients may want an apology, explanation or change to occur that will prevent other clients from experiencing the same issues. If PCLS finds we are unable to meet an expected outcome, we will advise the complainant of this, including the reason why.

Confidentiality:

PCLS ensures that all complaints remain confidential. Client name/s and any other identifying information will only be provided to the CEO and/or Executive Assistant. Complaints can be made without providing names, however this will limit our capacity to satisfactorily resolve the complaint.

Response Timeframe:

PCLS values all feedback good or bad. We strive to acknowledge and resolve complaints as soon as possible. We aim to examine complaints within (2) working days, inform the complainant by letter in (7) working days and resolve complaints within (14) working days.

If you feel we do not resolve your complaint to your satisfaction you can contact the

Commonwealth Ombudsman on 1300 362 072.

Pilbara Community Legal Service (PCLS) encourages clients to share their feedback with our organisation whether it is positive or negative. Please take the time to tell us about your experience as it provides us with further opportunities to continuously improve our services.

Compliments

PCLS encourages clients to let us know about any positive experiences while accessing our services. Compliment can be made in person, writing or by phone.

Complaints

PCLS strives to provide a positive experience for all clients, however this is not always possible. We would like to ensure that an efficient, fair and accessible way exists for dealing with any complaints provided about the service. Complaints can be made in person, in writing or by phone. Wherever possible PCLS encourages clients to resolve complaints directly with the staff or manager involved. However, if the complainant feels uncomfortable talking to the staff member directly about the complaint you can ask to speak to the CEO or submit the complainant's form provided as part of this brochure to the PCLS Karratha Head Office— **PO Box 132 Karratha WA 6714.**