



# Northern Rivers Community Gateway

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## **Feedback Form**

At the Northern Rivers Community Gateway we welcome any feedback from the users of our services. If you are unhappy with something that has occurred whilst using our services, please let us know about it. You have every right to submit feedback, and doing so will help us to improve and correct various aspects of our operations and service delivery.

If you have a complaint, you are encouraged to initially contact the staff member providing the service. They will discuss your complaint with you and try to respond to your concerns and resolve any issues.

However, if you are unable to approach the staff member directly, or you would like assistance to do this, it is recommended that you have an advocate do this for you.

### **Advocates**

As a client of our service you have the right to involve an advocate of your choice. This can be a family member or friend, or an advocacy agency.

The role of an advocate is not to mediate between you and the Northern Rivers Community Gateway but to speak and act on your behalf. Your advocate can be involved at each step of the process.

### **Confidentiality/Anonymity**

A request for confidentiality and anonymity will always be respected and does not affect your rights to a thorough investigation of your complaint.

### **Feedback in writing**

If your feedback is a complaint that cannot be resolved with the staff member to your satisfaction, following the intervention of an advocate, you can request that feedback is managed by the Northern Rivers Community Gateway CEO. You can provide feedback in writing. The Northern Rivers Community Gateway will respond with a confirmation in writing that they have received your written feedback within 7 working days. Your feedback will then be investigated and the Northern Rivers Community Gateway will respond to you within 20 working days.

Your feedback needs to be forwarded in writing to:

### **CEO**

**Northern Rivers Community Gateway**  
**PO Box 525**  
**LISMORE NSW 2480**

If a complaint is not resolved to your satisfaction it can be dealt with by other people outside of the Northern Rivers Community Gateway:

1. Alternative dispute resolution including mediation and conciliation.
2. If alternative resolution is unsuccessful, your complaint will be referred to an external government agency such as the NSW Ombudsman.