

OPEN DOOR YOUTH HOUSING SUPPORT SERVICE - LETTER OF COMPLAINT

Open Door Youth Housing Support Service acknowledges your right to complain about:

- the way we provide our service
- failure to provide our service
- withdrawal of the service
- variation to the service provided
- administration of the service

Please use the space below to give details of the complaint you wish to make and state what outcome you would like. If you need more space, use the back of this document or add your own.

Please give the date and your details as the person who is complaining. Date _____

Name _____ Signature _____

Address _____

Phone _____ Fax _____ Email _____

Please give the date and details of any person acting on your behalf. Date _____

Name _____ Signature _____

Address _____

Phone _____ Fax _____ Email _____

- We will give you written acknowledgement of your complaint within 7 days.
- We will give you written updates about the progress of your complaint.
- We will do our best to deal with your complaint within 30 days.
- For more complex complaints, the process may take longer than this.

If you don't want to continue your complaint or appeal with us, you can contact the NSW Government Ombudsman for help <https://www.ombo.nsw.gov.au/Making-a-complaint>