

WE PROMISE

- Your complaint will be treated as a private matter.
- Your complaint will not affect your stay at Toora services or limit your use of Toora facilities in any way.
- We will try to resolve your complaint as quickly as possible.
- We will let you know the outcome of your complaint.

Your complaint may help us improve our service to you. It may also help the next woman who uses our service.

YOUR COMPLAINT MAY HELP US TO IMPROVE OUR SERVICE TO YOU



PO Box 4038
Weston Creek
ACT 2611

Phone: 02 6122 7000



TOORA WOMEN INC.

DO YOU WANT TO MAKE A COMPLAINT?

YOU ARE ENTITLED TO BE
TREATED FAIRLY AND
RESPECTFULLY BY TOORA WOMEN
INC. WORKERS AT ALL TIMES.

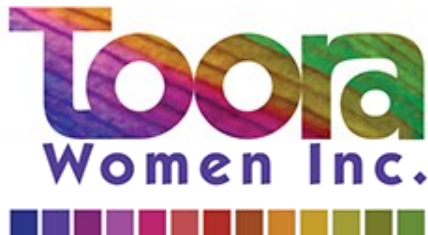
THE COMPLAINTS PROCESS...

We recognise that some people may have greater difficulty than others in expressing a grievance or making a complaint.

That is why we will ensure that Toora's complaint procedure is simple, safe and clear.

If you would like support to make a complaint:

- You can ask for support from a worker
- You can ask for support from a friend



DO YOU WANT TO MAKE A COMPLAINT?

We encourage you to do the following:

1. Talk to the worker involved.
2. If this does not work:
 - Speak with another worker
 - Speak with the service director; or
 - Fill in a Complaints Form
3. You may want to contact the Executive Director

Phone: 02 6122-7004

Email: ed@toora.org.au

Or send your complaint to:

**The Executive Director
Toora Women Inc.
PO Box 4038
Weston Creek, ACT 2611**

IF YOU ARE STILL UNHAPPY WITH TOORA'S INTERNAL COMPLAINTS PROCESS, YOU MAY ALSO LIKE TO CONTACT:

Community Health Service & Complaints Commissioner ACT
GPO Box 1321
Canberra ACT 2601
PH- 6257 5611

The Manager of the Alcohol and Drug Policy Unit
PO Box 825
Canberra City ACT 2601
PH-62050909

The ACT Human Rights Commission
GPO Box 158
Canberra ACT 2601
PH +62052222

ACT NAHA Manager Community Services Directorate
Locked Bag 3000
Belconnen ACT 2617
PH-133427

Public Trustee and Guardian
PO Box 221
Civic Square ACT 2608
Ph: 1800 150 036
TTY: 1800 424 183

