

# What happens now?

## Step 1:

Where possible we would aim to resolve your complaint in an informal way by speaking to your case manager, support worker, tenancy worker or care coordinator.

If this is not possible you will then need to complete this form (VincentCare Client Complaint Form).

You can request an envelope to ensure privacy and submit your complaint to the Team Leader / Manager of the service.

## Step 2:

The Team Leader or Manager will arrange to meet with you to discuss your complaint.

## Step 3:

If you are not satisfied with the outcome you then have the right to raise the complaint or appeal the decision with the Hub Manager.

## Step 4:

If you are still not satisfied with the outcome you then have the right to raise the complaint or appeal the decision with the Executive Manager Client Services.

## Step 5:

You have the right to raise the matter with external bodies, including relevant government departments.

VincentCare Victoria is committed to ensuring that the services we provide are done professionally, respectfully and compassionately.

# VincentCare Victoria



VincentCare  
Victoria

As a client of VincentCare Victoria you have the right to raise a complaint about the service that you have received, or appeal a decision made by the service that you are not happy with.

Making a complaint does not negatively influence any future service you receive from VincentCare Victoria.

It is your right to remain anonymous, however if you would like staff to follow up with you personally, please provide your name and / or contact details.

## For further assistance:

Elder Rights Advocacy—1800 700 600

Homelessness Assistance Service—1800 066 256

Privacy Victoria—1300 666 444

VincentCare -

Email: [vincentcare@vincentcare.org.au](mailto:vincentcare@vincentcare.org.au)  
The subject heading of the email needs to be –  
ATT: Quality Team

**VincentCare Victoria is a leading provider of community aged care, housing, and homelessness services.**

We are committed to the principles of social justice and aim to ensure every individual is treated with dignity and respect regardless of their cultural background, disability, ethnicity, gender identity, sexual orientation or religion.



2018 V1

# Client Complaint Form:

Are you unhappy with a service that was provided to you?

## VincentCare Victoria - Client Complaint Form

Service ..... Date .....

Name (Optional) .....

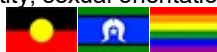
Contact Details .....

Do you require interpreting services?  Yes  No

**Please describe your complaint:**

**How would you like the service to resolve this issue:**

We are committed to the principles of social justice and aim to ensure every individual is treated with dignity and respect regardless of their cultural background, disability, ethnicity, gender identity, sexual orientation or religion.



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**Office Use Only:**

Date received .....

Resolution file note completed Yes / No