

What happens now?

Step 1:

Where possible speak to your case manager, support work, tenancy worker or care coordinator. Your concerns may be able to be resolved informally through talking to VincentCare staff.

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 or Manager of the service you are engaged with.

Or you can email your complaint to the Quality Team as shown on the back of this form.

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



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

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: clientvoice@vincentcare.org.au
The subject heading of the email needs to be –
ATT: Quality Team

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.



2022 V2

Client Complaint Form

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

You have the right to have a voice.

VincentCare Victoria - Client Complaint Form

Service or Program..... 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?

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2022 V1

Office Use Only:

Date received Date Registered Complaint Register and SCR note completed Yes / No