

FEEDBACK AND COMPLAINTS

ROCC for Women welcomes feedback and complaints about our service.

Please let us know if something is not working well or something has caused you distress so that we can change it.

Feedback is letting us know about things that you are unhappy with or things that aren't working well for you. It is also about telling us what is working well for you. You can comment on any aspect of our service which has helped you.

How to provide feedback about our service:

- Tell your case worker
- Write to our Board: The Secretary, ROCC, P.O. Box 449 Nowra 2541
- Talk to the service manager or CEO
- Leave a message on our voicemail

We value feedback from you. It helps us to improve our service by showing us where we need to change our policies and practices.

How to make a complaint about our service:

TELL SOMEONE!

- Tell your case worker. Often things can be easily worked out by talking with someone you trust
- Write to our Board: The Secretary, ROCC, P.O. Box 449 Nowra 2541
- Talk to the service manager or CEO – ask to make an appointment with her
- Leave a message on our voicemail

We can only improve things if we know they are not working. We do understand that it may not be easy to make a complaint. We take complaints very seriously and it is your right to complain without fear of retribution. If you make a complaint it will not affect the service you receive.

What will happen?

We will get back to you as soon as possible with an outcome. If you are not happy with the outcome you can appeal the decision.

Staff will provide you with a copy of our

complaints policy.

Staff are available to help if you wish to pursue a complaint in writing.

What if I can't tell anyone?

If you can't tell anyone at ROCC, you have some other options.

You can also request the support of an advocacy service, such as **ADACAS**.

Email: adacas@adacas.org.au

Phone: (02) 6242 5060



**Other organisations who you can forward
your complaint to:**

DCJ Complaints Unit

E: complaints@community.nsw.gov.au

Ph: 1800 000 164 (9am–4.30pm, Monday to Friday)

NSW Ombudsman's Office

Post: NSW Ombudsman, Level 24, 580 George Street, NSW 2000.

Ph: 1800 451 524 (9am–4pm, Monday to Friday. Toll free)

Online: Complaint form available at ombo.nsw.gov.au

Independent Commission Against Corruption

E: icac@icac.nsw.gov.au

Ph: 1800 463 909 (9am–5pm, Monday to Friday. Toll free)

Anti-discrimination Board

E: complaintsadb@justice.nsw.gov.au

Ph: 1800 670 812 (Toll free)

Online: Complaint form available at antidiscrimination.nsw.gov.au

ROCC for Women

P.O. Box 449,
Nowra NSW 2541

Ph: 02 4444 1103

E: info@roccforwomen.org.au

CEO@roccforwomen.org.au

W: www.roccforwomen.org.au

Office hours

Monday – Friday: 9am–5pm



ROCC offers long-term case management for women 18 years and over who have had contact with the criminal justice system and/or where alcohol or other drugs is impacting on their lives. We offer personalised, tailored, flexible supports and a wraparound, holistic approach for women who have experienced or are experiencing trauma.

**Feedback
and
Complaints**

ROCC is funded by DCJ as a Specialist Homelessness Service