
CLIENT COMPLAINTS

You have the right to make a complaint about the services provided by Eastern Community Legal Centre staff or volunteers, how you were treated or other matters.

ECLC seeks to improve its services through comments and complaints. Accordingly, all complaints will be dealt with:

- following the principles of natural justice
- promptly
- understanding and respect
- in a way that protects privacy and confidentiality

If you need help with making a complaint, you can speak to us about how we may assist you.

How to make a complaint

Many complaints can be resolved by taking to the person you dealt with to see if your concerns can be resolved.

Verbal complaints

If you wish to make a verbal complaint or make suggestions, you may ask to speak with a Manager.

If you are not satisfied with the action taken by the Manager or if the complaint is about the Manager, you may ask to speak with a Director.

If you are still not satisfied with the outcome, you may ask to speak with the Chief Executive Officer.

Written complaints

You can email complaints to eclc@eclc.org.au.

Alternatively, written complaints can be addressed to the:

Chief Executive Officer
Eastern Community Legal Centre
Suite 3, Town Hall Hub
27 Bank Street
BOX HILL VIC 3128

If the complaint is regarding the Chief Executive Officer, the written complaint should be addressed to the Chairperson and marked "Private and Confidential."

Clients may make complaints anonymously, if they wish.

How we deal with complaints

Verbal complaints will be followed up by the person who received the complaint.

The Chief Executive Officer (or Chairperson) receives and follows up **written complaints**.

The person making a written complaint will be contacted within seven business days of the complaint being made. Information about the process and timeframe for addressing the complaint will be provided. Additional information may be required to properly assess the complaint.

Complaints will be investigated and an outcome proposed within four weeks of a complaint being received. If this timeframe cannot be met, the person making the complaint will be notified.

The person making the complaint will be advised when the investigation is complete, and if appropriate, advised of the outcome or solution.

The Board receives reports about written complaints. The Chief Executive Officer keeps records of all client complaints. We use this information to review and improve our services.

External complaint body

Complaints about lawyers may be made to:

*The Legal Services Commissioner
Level 9, 330 Collins Street
Melbourne VIC 3000
Phone: 1300 796 344 (local call within Victoria) or 9679 8001
Web: www.lsc.vic.gov.au*