

Improving our service

What suggestions or comments would you like to make?

Please mail to:

CEO
Northern Settlement Services Limited
8 Chaucer Street
Hamilton NSW 2303

Contacts Us

**How to contact us in Hamilton,
New England and Central Coast:**

Hamilton NSW 2303

By phone: (02) 4969 3399

By facsimile: (02) 4961 4997

Armidale NSW 2350

By phone: (02) 6771 3975

By facsimile: (02) 6771 3691

Tamworth NSW 2340

By phone: (02) 6766 5070

Bateau Bay NSW 2261

By phone: (02) 4334 3877

By facsimile: (02) 4334 3044

Inverell NSW 2360

By phone: (02) 6721 0051

Free call 1800 813 205

*Thank you for helping
NSS improve its service*



NSS IS A CHARITABLE ORGANISATION

*WE WELCOME TAX DEDUCTABLE
DONATIONS*



**NORTHERN
SETTLEMENT
SERVICES
LIMITED**

Do you have a complaint?



*WE ARE COMMITTED TO
PROVIDING HIGH QUALITY
CLIENT SERVICE*

ABN 72 002 898 759

Do you have a complaint?

How to complain about the service you received from Northern Settlement Services Ltd.
(formerly the Migrant Resource Centre of Newcastle and the Hunter Region).

The Northern Settlement Services Ltd is committed to providing high quality client service.

Our **Client Service Charter** commits us to:

- Provide services free of discrimination.
- Be informative, helpful and efficient in response to enquiries.
- Strive to improve our services.
- Report our service outcomes to the various Departments who fund our services.

What you can complain about

If you believe that our service failed to meet the service standards set out in our Client Service Charter, you should consider making a complaint as outlined in this brochure.



What to do, who to Contact....

If you are not satisfied with the service you received please tell the member concerned or the CEO, to try to resolve any problem.

NSS staff are required to conduct their duties ethically and lawfully.

If you believe that a member of the staff has engaged in unethical or unlawful conduct, then you can follow through with the Complaint procedure.

What will happen if I complain?

If you complain to the staff member who provided the original service, or the CEO of the agency, they will:

- Listen to what you have to say.
- Apologise if it is clear that you have received sub-standard service.
- Resolve the problem if they are able to.
- Refer you to the Complaints Officer of the relevant Department who is funding the Service.
- Tell you who the Complaints Officer is and why your complaint is being referred.