

How to Make a Complaint

What are my Rights?

You have the right to:

- access a service that is safe and of high quality
- respect for your cultural needs
- know what services are available and make choices about them
- be assessed as an individual and choose services that meet your needs
- access your personal information, which is kept confidential
- have your independence supported and respected
- give feedback about our service so we can make improvements
- **lodge a complaint and know that there will not be negative consequences for you as a result of your complaint.**

Why Should I Complain?

We welcome your feedback. If we know what concerns you, we can work together to improve our service to you and the broader community.

How do I Make a Complaint?

Write: The CEO
TBBCT
Shop 9, 14 Middleton Street
Byron Bay 2481 NSW; or

Email: phil@community-transport.org.au; or

Phone: 1300 875 895

A staff member will listen to your complaint and take notes on what you say; or

Fill in a form: Forms are available in all TBBCT offices and marked vehicles, they can also be downloaded from our website www.community-transport.org.au and you may call the office and ask for one to be posted to you.

- Contact us personally, a support person may help you or you can use an advocate (someone to communicate with us on your behalf). If necessary we can help you find an advocate, please ask.
- You can choose the person you want to be your key contact regarding your complaint.
- You can make your complaint anonymously, though we would not be able to respond to you in that case.

What Happens Next?

- What you tell us will be taken seriously. We will respond to it objectively, fairly and with respect.
- Your complaint will be recorded and we will get back to you promptly to let you know what decisions have been made or actions taken.
- Only the person you choose to speak with and the people directly involved will hear the details of your complaint.
- The nature of your complaint may be discussed with other staff or management committee members, to help us improve our service. If this happens we take care not to identify you.
- If you decide to stop using our service because of your complaint, you can always return at any time.

What if I am Unhappy with the Outcome?

TBBCT Management Committee

You can appeal the decision by addressing your complaint to the TBBCT Management Committee, who will look into it and get back to you.

Write: The Chairperson
TBBCT Management Committee
Shop 9, 14 Middleton Street
Byron Bay 2481

NSW Ombudsman

If we still cannot work out a solution and you remain dissatisfied, you can contact the NSW Ombudsman. If you believe you have been treated unfairly they can help you.

Phone: 1800 451 524

Web: www.ombo.nsw.gov.au

Contact Us

Phone: 1300 875 895

CEO

Phil Barron

Tweed Service Administrator

Judy

Byron Service Administrator

Kathryn

Ballina Service Administrator

Monique

Bus Administrator

Amanda

Aboriginal Transport Development Officer

Dave