

Name (Optional): _____

Address (Optional): _____

Contact Number (Optional): _____

Please circle the office location the compliment/
complaint is regarding:

Karratha Newman South Hedland Roebourne

Person/s involved in compliment/ complaint: _____

Date compliment\complaint occurred: _____

Your Comments:

CONTACT US

Karratha

Karratha Business Centre
52/15 Sharpe Avenue
PO Box 132
Karratha WA 6714
Phone: (08) 9185 5899



Roebourne

2 Padbury Road
Roebourne WA 6718
Phone: (08) 9185 5899



South Hedland

South Hedland Lotteries House
9/2 Leake Street
PO Box 2506
South Hedland WA 6722
Phone: (08) 9140 1613



Newman

Newman House
4/46 Iron Ore Parade
PO Box 1
Newman WA 6714
Phone: (08) 9140 1613



Open 8:00am—4:00pm Monday to Friday
To ensure that we can assist you as soon as possible,
please phone ahead and make an appointment.

Updated: 13/09/2021



**PILBARA COMMUNITY
LEGAL SERVICE Inc.**

COMPLIMENTS AND COMPLAINTS

Karratha • Roebourne • South Hedland • Newman

(08) 9185 5899

(08) 9185 5899

(08) 9140 1613

(08) 9140 1613

COMPLIMENTS AND COMPLAINTS FORM

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Please address all complaints to:

Pilbara Community Legal Service
PO Box 132
Karratha WA 6714

Outcome of your complaint

PCLS encourages clients to let us know what they expect to occur as a result of the complaint. This will assist us in resolving client complaints. For example, clients may want an apology, explanation or change to occur that will prevent other clients from experiencing the same issues. If PCLS finds we are unable to meet an expected outcome, we will advise the complainant of this, including the reason why.

Confidentiality:

PCLS ensures that all complaints remain confidential. Client name/s and any other identifying information will only be provided to the CEO and/or Executive Assistant. Complaints can be made without providing names, however this will limit our capacity to satisfactorily resolve the complaint.

Response Timeframe:

PCLS values all feedback good or bad. We strive to acknowledge and resolve complaints as soon as possible. We aim to examine complaints within (2) working days, inform the complainant by letter in (7) working days and resolve complaints within (14) working days. If you feel we do not resolve your complaint to your satisfaction you can contact the

Commonwealth Ombudsman on 1300 362 072.

Pilbara Community Legal Service (PCLS) encourages clients to share their feedback with our organisation whether it is positive or negative. Please take the time to tell us about your experience as it provides us with further opportunities to continuously improve our services.

Compliments

PCLS encourages clients to let us know about any positive experiences while accessing our services. Compliments can be made in person, writing or by phone.

Complaints

PCLS strives to provide a positive experience for all clients, however this is not always possible. We would like to ensure that an efficient, fair and accessible way exists for dealing with any complaints provided about the service. Complaints can be made in person, in writing or by phone. Wherever possible PCLS encourages clients to resolve complaints directly with the staff or manager involved. However, if the complainant feels uncomfortable talking to the staff member directly about the complaint you can ask to speak to the CEO or submit the complainants form provided as part of this brochure to the PCLS Karratha Office– **PO Box 132 Karratha WA 6714.**