



RESOLVING YOUR COMPLAINT

At the Hobart Community Legal Service we treat a complaint as an opportunity and a means to ensure better service in the future. Therefore, if you have a complaint we want to hear about it. By letting us know that we have not met your expectations, you give us the opportunity to resolve the situation to your satisfaction.

For resolution of your complaint, please take the following measures:

1. Clients who have a complaint are encouraged to approach the employee with whom they have an issue.
2. If no resolution is reached, the client may lodge a complaint with the Director of the service.
3. If resolution of the matter is not reached with the Director, the client may lodge a complaint in writing with the Committee of Management.
4. If resolution is not reached with the Committee of Management, the client may lodge a letter of complaint with the State Program Manager, who can be contacted through the Tasmanian Department of Justice.

FEEDBACK

The Hobart Community Legal Service welcomes feedback on all of its operations. Feedback can be given verbally to a staff member or written as a letter.