



# Complaints Procedure

## Making a complaint

A person wishing to make a complaint may do so in writing or verbally to:

- the staff member they were dealing with at the time, unless you are making a complaint about this person
- the CEO
- the Board

If the complaint is about:

- a staff member or about a decision of the organisation, the complaint will normally be dealt with by the CEO
- the CEO, the complaint will normally be dealt with by the Board Chairperson.

Written complaints may be sent to: **admin@envirojustice.org.au**. The Office Manager will be responsible for receiving this correspondence and directing it to the appropriate person.

## Lodging an appeal

Clients or their advocates may lodge an appeal if they disagree with a decision made by the organisation, or by a staff member. An appeal should be made in writing and submitted to the CEO or Board Chairperson.

## Procedure for complaints and appeals management

The person managing the complaint will be responsible for:

1. Processing the complaint or appeal:

- registering the complaint or appeal in the Complaints Register
- informing the complainant that their complaint has been received and providing them with information about the process and time frame

2. Investigating the complaint or appeal:

- examining the complaint within 2 weeks of the complaint being received
- investigating the complaint and deciding how to respond
- informing the complainant by letter within 3 weeks of the complaint being received of what is being done to investigate and resolve it, and the expected time frame for resolution.

3. Resolving the complaint:

- making a decision or referring to the appropriate people for a decision within 3 weeks of the complaint being received
- informing the complainant of the outcome:
  - upheld (and if so what will be done to resolve it)
  - resolved (and how this has been achieved); or
  - if no further action can be taken, the reasons for this.
- Informing the complainant of any options for further action if required

4. What if I am not happy with the resolution?

- If you are not happy with the outcomes of a complaint, and your complaint is about the legal conduct of EJA or its lawyers (or both), a complaint may be made in writing by any person or body to the Legal Services Commissioner:

<http://www.lsbcc.vic.gov.au/documents/Form-Complaint-July-2016.pdf>

Address: Victorian Legal Services Commissioner

GPO Box 492

Melbourne VIC 3001

Email: [admin@lsbcc.vic.gov.au](mailto:admin@lsbcc.vic.gov.au)

Tel: 1300 796 344