



External Complaints Handling Policy

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Centre for Women's Economic Safety Ltd ABN 88 658 889 920
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CENTRE FOR WOMEN'S ECONOMIC SAFETY LTD – EXTERNAL COMPLAINTS HANDLING POLICY

1. Purpose

The Centre for Women's Economic Safety Ltd (**CWES**) is an organisation that exists to support women experiencing, or at risk of experiencing, economic abuse in the context of domestic and family violence. CWES' vision is creating a world where women are free of economic abuse, every adult has their own financial identity and women's and men's contributions to society are equally valued.

CWES' goals are to:

- (a) assist women experiencing economic abuse by connecting them with appropriate information, services and assistance to support their economic safety; and
- (b) reduce the impact of economic abuse on victim-survivors by sharing their lived experiences to improve social, service and system responses to economic abuse.

If you are experiencing economic abuse, or you are supporting someone who is, please explore CWES' [Directory](#) for support services.

2. Complaints or feedback by users of CWES' services about our work or team members/volunteers/representatives

Complaints or provision of feedback under this policy can be made by any individual or organization using CWES services about a dissatisfaction or concern about:

- (a) the work that CWES does (eg, CWES' service or activities);
- (b) the work of CWES' team members (eg, CWES' employee or directors), volunteers and/or representatives acting on CWES' behalf.

Feedback may also be provided that is complimentary about what we do or the work of our team members and we also welcome that feedback using this policy.

3. Ways to make a complaint or provide CWES with feedback

You can make a complaint or provide feedback to CWES about our work or our team members by using the complaint/feedback form below and sending it to CWES by email or mail.

If you would like to make a complaint or provide us with feedback, the best way to do this is by using the complaint/feedback form [below](#).

You should complete the information in the complaint form and provide the completed form (and any supporting documents) to CWES by:

- (a) Email – feedback@cwes.org.au
- (b) Mail – PO Box 54, Erskineville NSW 2043

4. CWES' general principles for handling complaints or feedback from users of its services

CWES takes all complaints and feedback seriously.

CWES will contact you to acknowledge the receipt of your complaint or feedback if it is provided by email or mail.

Each complaint/feedback will be considered by CWES on a case-by-case basis. CWES may make further inquiries in relation to the matters you have raised (which may involve seeking further information from you and others). CWES may decide not to make any further inquiries (eg, if the complaint has already been appropriately dealt with or the complaint does not relate to the work of CWES).

5. Privacy and confidentiality

If you use this policy to make a complaint or provide feedback to CWES, CWES will be collecting information from you, including your personal information, to allow us to consider your complaint. CWES may also collect information from you about other persons (eg, personal information, information about the person complained about, or others if they have relevant information about your complaint).

While CWES will treat the information you have provided to us as confidentially as possible, we may need to speak to others to appropriately deal with the complaint or feedback. For example, CWES may disclose the information to the person you are complaining about, others in our organisation and/or others who may have information relevant to your complaint or feedback. CWES may also need to disclose the information you have provided to CWES to law enforcement (eg, the Police), regulators or other bodies/agencies (eg, in relation to child protection matters).

6. Practical tips for making a complaint or providing feedback

We have set out below a few practical tips to assist you to make a complaint or provide us with feedback:

- **Please provide as much detail as you can** – for example, what is your feedback/complaint, what does your concern relate to, how does your concern relate to CWES' work (eg, our activities or services), what happened, when and where did it happen, who was involved (eg, were there any witnesses) and have you raised these issues before with CWES or others.
- **Ideally, please identify yourself and provide us with your contact details when you make the complaint** – this will help us to better consider the issues you have raised and to reach out to you if we need further information from you.

If you do not feel comfortable identifying yourself or providing us with your contact details, you can still make a complaint or provide feedback anonymously. Making complaints on an anonymous basis or not providing us with your contact details can make it more difficult for us to consider the issues you have raised.

- **Please raise the issue as promptly as you can** – it is likely to be easier for us to consider the issues you have raised if you raise the issues as soon as possible after the concern has arisen or the alleged incident has occurred.

7. General

This policy is intended to provide guidance to users of CWES services about how complaints can be made about CWES' work (eg, our activities or services) or the work of our team members, volunteers and representatives. CWES reserves the right to vary, replace or terminate this policy and may depart from the policy at any time.

Attachment 1 - Complaint/Feedback Form

You can use this form to make a complaint or provide feedback. You should provide a copy of this form (and other supporting documents) to us by email or mail (details are included in the complaints handling policy).

Name:

Email address:

Phone (please include the area code)

What does your feedback or concern relate to?

How does your feedback or concern relate to CWES' work?

Please provide us with a few more details about your complaint or feedback. For example, what happened, when and where did it happen, who was involved (if known eg, who are you complaining about or complimenting.) If you are raising an issue, confirm if there were any witnesses and who you may have spoken to) and confirm if you have raised these issues before with CWES or others (and if so, who)

What is the proposed outcome you are seeking?

If you need help or assistance with completing the complaint form or providing us with details of your complaint or feedback, please use the contact details set out above for help.

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