

Central Highlands Community Legal Centre (CHCLC) is committed to providing legal services in a **fair and accessible manner**. This client charter explains what you can expect from us and what we expect from you when using our service.

YOU HAVE A RIGHT:

- To be provided with a safe environment
- To be treated in a respectful, non-judgemental and non-discriminatory way
- To have your privacy respected
- To receive appropriate, thorough and well-researched advice and/or referrals to other agencies
- To bring a friend, family member or advocate when you attend this service
- To an interpreter if needed
- For your information to be treated confidentially at all times
- To complain if you are not satisfied
- To be kept informed of the current status of your matter

YOU HAVE A RESPONSIBILITY TO:

- Be courteous to our staff
- To refrain from any form of physical or verbal abuse to staff
- While you are using our services, notify us if your details change such as your address
- To supply correct information about yourself and your situation so that staff fully understand what is happening and can assess how to best assist you
- To act in a way that doesn't put yourself or any other person at risk, or compromise any person's safety
- To inform us if you cannot make your appointment and reschedule if necessary
- To remain in contact, keep us informed of your current contact details and give instructions in a timely manner
- Let us know if you are not satisfied with our service at any time

ZERO TOLERANCE TO VIOLENCE

CHCLC is committed to providing a safe, secure and respectful workplace through the prevention of violent, abusive and aggressive behaviour. CHCLC can refuse to see you, and you will be asked to leave the premises. If you refuse the Police will be called.



PRIVACY STATEMENT

CHCLC respects client's rights to privacy and confidentiality. We will not give out your personal information unless we have your consent to do so or are required to by law. As part of our funding agreement we are required to provide to funding bodies statistical information about our services. Client's personal information and details of individual legal matter will not be provided to funding bodies but are necessary for CHCLC internal records.

CHCLC will follow the guidelines of the Australian Privacy Principles in its practices and is subject to the privacy Act 1988 (Cth).

SUGGESTIONS AND COMPLAINTS

Central Highlands Community Legal Centre works hard to deliver a respectful and professional service. If we haven't, please let us know. Your comments and suggestions help us to review how we provide our services.

Complaints are managed within our Privacy and Confidentiality and Complaints policies.

GROUND'S CONSTITUTING A COMPLAINT

- A member of the paid or volunteer staff has not maintained confidentiality
- Services have not been provided at the professional standard required (unless these services are of a legal nature in which case Law Institute or Professional Indemnity Insurer procedures may be applicable)
- Personal rights have in some way been invaded
- Actions have been taken that constitute some form of discrimination
- A conflict has arisen through lack of communication or misunderstanding
- A client has a complaint about an action or piece of information produced by the Legal Centre
- A breach of the Australian Privacy Principles has occurred

LODGING A SUGGESTION OR COMPLAINT

If you would like to lodge a complaint or make a suggestion, please complete our Suggestions & Complaints form. Forms can be provided by staff at the front desk or downloaded and printed from our website at: www.chclc.org.au

If a complaint is lodged about:

- a staff member, the complaint will normally be dealt with by their senior staff member
- a senior staff member, the complaint will normally be dealt with by the Committee of Management

Written complaints may be sent to:

PO Box 478W, Ballarat West, Vic 3350 marked *“Coordinator—Confidential”*.

The Co-ordinator will be responsible for receiving this correspondence and directing it to the appropriate person.

Your complaint will be investigated and you will be advised, in writing, of the outcome of your complaint. It may take up to seven days for you to be advised of the outcome. If the investigation takes longer than seven days you will be advised of the delay.

If you are dissatisfied with this process:

Complaints about Legal Services can be made directly to:

The Legal Services Commissioner

Mail: GPO Box 492, Melbourne, Vic, 3001

Telephone: 1300 796 344 (local call within Victoria)

If you are dissatisfied with the outcome of a complaint about a breach of your privacy you may make a complaint in writing to the Office of the Australian Information Commissioner:

Mail: GPO Box 5218, Sydney, NSW, 2001