



Subiaco Justice Centre Inc.

Complaint Resolution Policy

Subiaco Justice Centre Inc.

<http://www.subiaco.legal>
subiacolegalservice@gmail.com

240 Onslow Road
Shenton Park WA 6008

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1. Receiving Complaints

All Complaints from clients, regardless of the subject, will be received by the Chair

Complaints may be about (but are not limited to):

- Requests to access or correct the clients' personal information;
- Breaches of Subiaco Justice Centre Inc. policies or adherence with Laws and Regulations; and/or
- Professional behaviour.

The Chair will notify the client that the Complaint has been received and confirm the details of the Complaint. Details will be recorded in the Complaints Register.

2. Responding to the Complaint

Complaints must be responded to unless legislation allows refusal. Where action on a complaint is refused, the Chair must provide reasons when, or as soon as possible after, the Complaint is made.

The Chair must investigate the complaint and determine whether a breach has occurred and what action, if any, to take. The Chair may seek further information from the Complainant in order to do this. The Chair may meet with the Complainant.

The Chair must act fairly and promptly. Complaints should be responded to within 30 days.

The Chair must provide a written response to the Complaint detailing the action that has been or will be taken. Action may include redress and internal disciplinary procedures. It may also require a review of procedures to minimise the likelihood of the problem recurring.

3. Dissatisfaction about Privacy

If, following the Chair's response, the Complainant is still dissatisfied with the action taken by the Chair, they can make a formal complaint with the Office of the Australian Information Commissioner (which is the regulator responsible for privacy in Australia):

Office of the Australian Information Commission (OAIC)

Complaints must be made in writing:

Phone	1300 363 992
Mail	Director of Compliance Office of the Australian Information Commissioner GPO Box 5218 Sydney NSW 2001
Website	www.oaic.gov.au