



MULTICULTURAL
SERVICES CENTRE

MSC GRIEVANCE/COMPLAINT PROCEDURE

As a Service User you have the right to lodge a complaint against the organisation without fear of retribution, if you are dissatisfied with the service received. The Management of MSC will attend to your complaint promptly and ensure that there is a fair process to address it.

The procedure is as follows:

1. Outline your complaint on the feedback form provided by the agency, marked confidential and addressed to the Chief Executive Officer of MSC. Mail or provide it in person to 20 View Street, North Perth or email it to ramdas@mscwa.com.au
2. If you require assistance to complete the complaint form a staff member not associated with your issue of concern will assist you.
3. The Chief Executive Officer (CEO) will acknowledge the complaint in writing or by phoning you within 5 working days of receiving the complaint form.
4. The CEO (or nominee) will assist you by sensitively and carefully understanding the complaint and helping you decide whether to proceed to an informal, internal conciliation meeting or complain to an external body. This information is contained in the service flyer.
5. An informal conciliatory process involves bringing you and the relevant party or parties together to discuss your concerns and hopefully reach a resolution. You have the right to bring a support person or advocate to the meeting.
6. When an accepted outcome is reached the CEO or the nominee will ensure the decision is implemented and followed, whether it is an apology, change of policy or other follow-up actions.
7. If you are unhappy with the outcome you can still lodge a complaint externally, to the Ethnic Disability Advocacy Centre (EDAC), Disability Services Commission (DSC), NDIA, Advocare or the Health & Disability Service Complaints Office (HaDSCO).
8. The agreed outcomes and decision will be recorded and reported to the Management Committee of MSC. A copy of the outcome report will be given to you.