



# Making a Complaint

Your feedback is important to us. If you have a complaint please fill out the form below to let us know.

## 'You have the right to complain'

### Our Values

#### Hope

UnitingCare Harrison believes people have the capacity for positive change.

#### Excellence

UnitingCare Harrison is a responsible steward of all its resources striving for the best in everything it does.

#### Compassion

UnitingCare Harrison listens and works together with people to find solutions, having particular concern and empathy for those who are vulnerable, poor and marginalised.

#### Integrity

UnitingCare Harrison acts ethically at all times.

#### Equity

UnitingCare Harrison stands for justice and a fair go for all people regardless of their background, ability or circumstances.

#### Independence

UnitingCare Harrison fosters self-reliance.

### Your Rights

- You will be encouraged to make your own decisions about your life.
- Harrison support workers respect your privacy.
- The workers are here to assist you but will not pressure you into anything.
- You will be able to participate in personal development programs as you need them.
- Any information you give to Harrison is confidential.
- You have the right to be free from physical, sexual, emotional and verbal abuse.
- If Harrison cannot meet your needs a worker will refer you to a service that can.
- If you feel you have been treated badly you have the right to have your complaint heard and dealt with fairly.
- You are encouraged to provide feedback to Harrison on how to improve our service.

Date

Name

Address

State

P/Code

Phone

Name of Advocate and contact details if relevant

Date

Name

Address

State

P/Code

Phone

Please complete the reverse side of this form and return to

UnitingCare Harrison  
PO Box 4503 Knox City 3152

'We assist people to take charge of their own lives'

