



# ALS

Aboriginal Legal Service (NSW/ACT) Limited

## Complaints Guideline

### Service Delivery Policies

**Date of Issue:** 12 April 2022

**Review Date:** 12 April 2023

**Responsible Staff Member:** Director of Finance & Shared Services

**Related ALS Policies, Guidelines or Procedures:**

- Procedure for Responding to Complaints

### 1. Background and purpose

The Aboriginal Legal Service (NSW/ACT) Limited (**ALS**) is committed to providing quality legal services that are respectful of, and culturally appropriate to, Aboriginal communities across New South Wales and the Australian Capital Territory.

The ALS welcomes feedback and comments regarding service delivery from clients and members of the community in order to ensure that our services are continuously monitored and improved.

This guideline and any associated complaints procedure may be varied, amended, withdrawn or replaced at any time at the ALS's sole discretion.

### 2. Application

A formal complaint may be made regarding an alleged matter or event relating to a legal service or program (**ALS Service**) that is being delivered or has been delivered by the ALS.

ALS Services may include those provided by parties engaged on behalf of ALS such as contractors and private practitioners.

ALS will make every reasonable effort to resolve a formal complaint received in respect of an ALS Service in a timely manner using the ALS Procedure for Responding to Complaints.

### 3. Confidentially

ALS will protect the identity of people making complaints where it is practical and appropriate to do so, however, the identity of the complainant may be revealed (or become apparent) where we need to provide information about the complaint to investigate and resolve it.

### 4. Guideline

If a client, or their representative, seeks to make a complaint they can do so in writing by:

- emailing [feedback@alsnswact.org.au](mailto:feedback@alsnswact.org.au)
- completing an online form at [www.alsnswact.org.au/feedback](http://www.alsnswact.org.au/feedback)
- attending an ALS office and filling in and lodging a complaint
- contacting an ALS office and requesting that an ALS Complaints Form is sent via post which can be returned to the ALS Complaints Officer at:
  - Level 4, 261-265 Chalmers Street Redfern NSW 2016

If a person does not wish to submit a formal written complaint with the necessary contact details and an outline of the matter that is the subject of the complaint, their comments are to be treated as general feedback. These comments are not, as a rule, subject to investigation.

If a complaint is made on behalf of another person, the ALS will need to communicate with the person on whose behalf the complaint is made in order to properly understand the complaint.

### 5. Review of complaints

If a complainant is not satisfied with the investigation of their complaint, they may escalate their complaint to the appropriate external body:

- ACT Law Society  
<https://www.actlawsociety.asn.au/for-the-public/making-a-complaint>
- Office of the Legal Services Commissioner (NSW)  
[https://www.olsc.nsw.gov.au/Pages/lsc\\_complaint/lsc\\_complaintprocess.aspx](https://www.olsc.nsw.gov.au/Pages/lsc_complaint/lsc_complaintprocess.aspx)
- Department of Communities and Justice (NSW)  
<https://www.facs.nsw.gov.au/privacy-notice>