

## Complaints Procedure

Norwood Park has a complaints handling procedure.

Whilst it is hoped that any concerns can be addressed by the staff member assisting you, if this is not possible, the following procedures should be followed.

How to make a complaint:

If you have any concerns with the level of service and care we have provided, you may convey them to Norwood Park's Managing Director via any of the following means:

**In person:** By appointment at a mutually convenient time and place.

**By telephone:** By phoning 02 6241 3177 during normal business hours.

**In writing:** By outlining your concerns in a letter or email. To ensure a prompt response, please include your contact details.

### Contact details:

Managing Director  
Norwood Park Pty Limited  
PO Box 18  
Dickson ACT 2602

Phone: (02) 6241 3177

Email: [info@norwoodpark.com.au](mailto:info@norwoodpark.com.au)

### Acknowledgement & Investigation

Your complaint will be acknowledged in writing and/or by telephone. Ordinarily, this will occur within two business days of receipt.

We will generally need some time to investigate the complaint. The amount of time needed will depend on the number and the availability of people involved, and the complexity, seriousness and/or urgency of the complaint. However, we would endeavour to conclude the investigation within two weeks. If it is going to be longer than this, we will advise you of that fact. We may need to communicate with you during the investigation process to clarify aspects of the complaint.

### Response and Communication

We will provide you with a response to the complaint as soon as possible after completing an appropriate investigation.

Whilst we will generally respond to you in writing, sometimes a verbal response is more practical and/or appropriate.

### Resolution

If you are satisfied with our response, we will confirm and carry out the understanding reached, as applicable.

### Privacy

Complaints will be managed in accordance with the *Privacy Act 1988 (Cth)*.

