

## Your Rights and Responsibilities

### Your Right as a Client is to:

- be treated with respect, dignity and courtesy regardless of age, disability, cultural and linguistic background, gender, sexual orientation, socio-economic status, and religious or spiritual beliefs
- have your needs assessed
- have fair and equal access to Whittlesea Community Connections (WCC)
- have the right to the use of an interpreter
- have access to community information
- have your right to privacy and confidentiality protected, within the limits imposed by the law and the duty of care
- receive a service that is professional, competent and accountable
- make a complaint about a WCC service

### Your Responsibility as a Client is to:

- respect the rights of other clients, staff, volunteers and students to privacy and confidentiality
- treat WCC staff, volunteers, students and other clients in a respectful manner
- be responsible for any decisions you make
- attend appointments and advise WCC as soon as possible if you are unable to attend your appointment
- Respect WCC property

### How to make a Complaint:

You have the right to provide feedback or make a complaint in relation to the service you have received at WCC.

- Step 1 Try and speak to the person the complaint involves and try to solve the issue together.
- Step 2 If Step 1 is unsuccessful, outline what your complaint is about and think about what you would like WCC to do about it in preparation for your formal complaint.
- Step 3 You can contact WCC CEO and make a formal complaint

### What to Expect if you Make a Complaint?

- For your complaint to be dealt with efficiently and be given a timely and appropriate response
- Your complaint to be properly investigated
- Action to be taken if necessary
- To be treated with respect and courtesy
- To be supported throughout the process to understand the procedure
- To be informed of the outcome of your complaint

<b>Client Name:</b>	<b>Client Signature:</b>	<b>Date:</b>

<b>Staff Name and Role:</b>	<b>Staff Signature:</b>	<b>Date:</b>