



Not Happy with our service? Please tell us

What if you are not happy with the service provided?

We strive to provide quality, unbiased information. We would like to know if you have any concerns with our services. This will help us to assist you better in the future, and to improve our service delivery.

How do you make a complaint?

If you have any complaint or concern about us please follow the steps below:

Step 1: If you feel comfortable please discuss your concern directly with the member of staff assisting you.

Step 2: If this fails to sort out the problem, or you feel uncomfortable, you can contact our Client Services Manager on (02) 9912 5800 or email feedback@ilcnsw.asn.au.

Step 3: If this fails you may wish to speak to the Chief Executive Officer.

Step 4: If there is no satisfactory solution, you may wish to write to the Chairman. c/o ILC NSW, PO Box 8034, Blacktown Westpoint NSW 2148.

Step 5: We would expect that a complaint did not reach this, but if all else has failed you have the right to complain to the NSW Ombudsman's Office.

When raising a complaint with ILC NSW you can nominate the staff member within the ILC NSW who will act as your key contact during the handling of the complaint.

At all times you are able to have the support of family, friends or formal advocacy service to assist you in talking to us about concerns and complaint. If you would like assistance in finding a service to help you we will assist.

For people with disabilities you might like to try the Disability Complaints Service on 1800 451 524. (NSW Ombudsman - <https://www.ombo.nsw.gov.au/whatwe-do/our-work/community-anddisability-services/complaints-aboutcommunity-and-disability-services>)

If you are older you could try the Aged Care Complaints Scheme on 1800 550 552 (<https://agedcarecomplaints.govspace.gov.au/>).