

## Feedback and complaints

Marrickville Legal Centre is committed to a fair and transparent complaints process. This information is a summary of our Centre's Managing Complaints (External) Policy and is designed to assist you in lodging a complaint. A copy of the full policy can be made available upon request.

### Raising concerns & providing feedback

We encourage you to raise any immediate concerns with a staff member at the time you experience difficulties. We welcome feedback of all kinds, as it assists us to improve our services.

### Making a formal complaint

Formal complaints about Marrickville Legal Centre or any of its staff or volunteers should be made in writing. Written complaints should be emailed to [feedback@mlc.org.au](mailto:feedback@mlc.org.au) or mailed to:

Managing Principal Solicitor  
Marrickville Legal Centre  
338 Illawarra Road  
Marrickville NSW 2204

If your complaint is about the Managing Principal Solicitor, then the Chair of the Board will investigate the matter. Formal complaints about the Managing Principal Solicitor should be emailed to [gjenkins@mlc.org.au](mailto:gjenkins@mlc.org.au) or mailed to:

Director of MLC Board  
Marrickville Legal Centre  
338 Illawarra Road  
Marrickville NSW 2204

If you require support or are unable to make your complaint in writing, please notify our Centre and we can assist you.

### The complaint process

All complaints will be logged in a register. You will be notified that your complaint has been received by phone or in writing within 72 hours of the Centre's receipt.

Once the complaint has been investigated, you will be advised about the outcome and any actions that will be taken as a result of your complaint. This may include advising you that:

- The complaint has been upheld (and if so what will be done to resolve it);
- The complaint will be resolved (and how this has been achieved); or
- No further action can be taken and the reasons for this.

We aim to investigate and resolve complaints within 10 working days. If we think that your complaint will take longer to resolve, you will be told of the reasons why, and how long the process is likely to take.

If you disagree with a decision made by Marrickville Legal Centre, you can appeal the decision in writing.

## Appealing a decision of the Centre

If you are not satisfied with the investigation and proposed resolution of your complaint, you can seek a review of the matter by lodging an appeal with the Chair of the Centre's Board. This should be done by email to [gjenkins@mlc.org.au](mailto:gjenkins@mlc.org.au) or mailed to:

Director of MLC Board  
Marrickville Legal Centre  
338 Illawarra Road  
Marrickville NSW 2204

If you require support or are unable to make your appeal in writing, please notify our Centre and we can assist you.

Upon receiving an appeal, the Chair of the Board (or the Chair's delegate) will:

- Notify you that the appeal has been received by phone or in writing within 72 hours from receipt.
- Advise you when the Board of MLC is next scheduled to meet to consider your appeal.

Within 10 business days following the next scheduled board meeting, the Board will advise you of the outcome and any actions that will be taken as a result of your appeal. This may include advising you that:

- The appeal has been upheld; or
- No further action can be taken and the reasons for this.

If you are not satisfied with the outcome of the appeal, you may make a formal complaint to the appropriate external body, such as the NSW Legal Services Commissioner or the Office of Fair Trading.

**For further information about feedback and complaints please contact the Managing Principal Solicitor on 9559 2899.**