



Client Complaints Policy and Procedure

The Brimbank Melton Community Legal Centre (**BMCLC**) encourages feedback from clients / service users because we want to provide the best possible service.

You have the right to make a complaint about the standard of services provided or the behaviour of BMCLC staff or volunteers.

All complaints will be dealt with promptly and in a way that protects the privacy and confidentiality of all parties. We will act respectfully and be guided by the principles of natural justice.

If you need help with making a complaint, you can speak to us by calling 7379 0121 or sending an email to CEO@comm-unityplus.org.au.

1. General Handling of Complaints

It is a requirement of the *Legal Profession Uniform Law Australian Solicitors' Conduct Rules* that we advise you of the process for complaining about a lawyer and that you can make a complaint in writing or verbally to:

1. the lawyer or other worker assisting you;
2. one of the Managing Lawyers;
3. the General Manager Community and Family Services;
4. the Chief Executive Officer of Comm Unity Plus Services Ltd; and/or
5. the Legal Services Commissioner.

Complaints will normally be dealt with by one of the Managing Lawyers.

If the complaint is about one of the Managing Lawyers, either the General Manager Community and Family Services or the Chief Executive Officer of CommUnity Plus Services Ltd will deal with the complaint. All complaints will be dealt with promptly and confidentially.

You may choose to complain to the Legal Services Commissioner.

The Legal Services Commissioner
Level 9, 330 Collins Street
Melbourne VIC 3000
Phone: 1300 796 344 (local call within Victoria) or (03) 9679 8001
Web: www.lsc.vic.gov.au

2. Form of Complaints

So we can respond to complaints as quickly as possible, if you are seeking to complain against a lawyer of the BMCLC you can call our service on 97379 0121 and ask to speak to either the General Manager Community and Family Services or the Chief Executive Officer of CommUnity Plus Services Ltd. If you wish to put your concerns in writing could you please provide the following information:

- Details of the complaint;
- The name of the lawyer or other worker against whom the complaint is being made;
- Any details of any attempts you have made to resolve the matter;
- Your preferred outcome; and
- Your phone number and contact details

Please find attached a template to assist you.

3. Complaints Register

The BMCLC will maintain a complaints register under the supervision of the Managing Lawyers. We will log all complaints received, including the date and nature of the complaint, the name of the lawyer or worker against whom it was made, and whether and how the complaint was ultimately resolved.

4. Responding to Complaints

The Managing Lawyers or the General Manager Community and Family Services will ensure that complaints are investigated and responded to in a timely fashion.
