

Introduction

Your feedback is important to Corrective Services NSW, whether it is a compliment, a suggestion, or a complaint.

If you like something we're doing or have been pleased with a service you have received, or if you have an idea about how we can improve our services or policies, please let us know. Details of how you can do this are at the end of this Fact Sheet.

If you are not satisfied you can make a complaint. We regularly review and analyse complaints to identify problems and improve policy and service delivery.

What can complaints be about?

A complaint can be an expression of concern or dissatisfaction with:

- the behaviour of Corrective Services employees or any individual engaged by it;
- the quality of services provided by Corrective Services or any individual or organisation engaged by it to provide services (such as contractors and volunteers);
- the quality of products provided or sold by Corrective Services; or
- a Corrective Services policy or procedure.

Where a complaint includes allegations about criminal matters, such as theft or assault, it should be made to the NSW Police Force.

Who resolves complaints?

Wherever possible, complaints are resolved at the local level. Corrective Services seeks to resolve complaints to the satisfaction of all parties.

Generally, the staff member who receives a complaint is responsible for resolving it. If this is not possible or appropriate, for example, if the complaint is about that staff member, the staff member must refer the complaint (and the complainant, if necessary) to the Officer in Charge of the area relevant to the complaint.

If the Officer in Charge of the area cannot resolve the complaint they must refer it to the relevant senior manager, (eg, Governor, General Manager, Director) or someone that manager nominates.

Anyone making a complaint is entitled to do so free from reprisal or victimisation. You can expect your complaint to be examined objectively and without bias. All parties to the complaint can expect to be treated fairly and all complainants can expect to be treated with courtesy and respect.

How are complaints resolved?

As a guide, complaints should be resolved within 21 days. If this is not possible, complainants should be provided with a reasonable time frame in which to expect the complaint to be resolved.

All information gained during the course of receiving and examining complaints will be treated confidentially. Details of complaints and complainants are disclosed to others only on a need-to-know basis.

You must be advised verbally or in writing who has been given responsibility for managing the complaint, what action is proposed, and, where possible, how long it will take to resolve the complaint.

Once the complaint has been resolved, or addressed to the extent possible, you will be advised.



Complainants have the right to an independent internal review if they are dissatisfied with the response to their complaint. Within Corrective Services this can be conducted by:

- senior local management of correctional centres, transitional centres, community corrections offices or business units;
- Branch Heads; or
- the Commissioner or another Executive.

If you are not satisfied with how Corrective Services has responded to your complaint you can refer it to the NSW Ombudsman.

How can complaints be made?

Complaints can be made in person, by phone, by email or in writing.

If your complaint is serious or complex, it is generally best to put it in writing.

Complaints may be made anonymously. While these complaints will be managed in the same way as other complaints, you should be aware that this is likely to limit the extent to which inquiries about the complaint can be made.

If you wish to make a complaint you can request all reasonable support to assist you. This may include services to meet your needs in relation to culture, disability, language, religion, age or gender.

How to contact us

By letter

Corrective Services NSW
GPO Box 31
SYDNEY NSW 2001

Website

See 'Contact us' at:
www.correctiveservices.justice.nsw.gov.au

Phone

02 8346 1333

Email

ExecutiveServices@justice.nsw.gov.au