Trading as: Armajun Aboriginal Health Service



Complaints Process

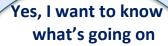
How will I know Armajun is dealing with my complaint?

We will contact you as soon as we can, within 3 working days of receipt of your complaint to talk to you about it



What will Armajun do about my Complaint?

Once we have spoken to you we may need to do more investigation. We will ask if you would like to be kept informed while we do this



The person who is investigating your complaint, will give you updates about how your complaint is being handled.

Armajun will try to resolve the problem Within 15 days. When the problem has been resolved, you will be contacted to explain what has happened



I don't want to know what happens

If you don't want regular updates that is okay. We will try to solve the problem within 15 working days. When the problem has been solved Armajun will contact you to explain what has happened



What if I'm Still not happy?

If you are not happy with the results, you can ask Armajun for a review, or you will be provide with contact details for the relevant state / federal authority ie:

- * the NSW Health Complaint's Commissioner, or
- * the Australian Information Commissioner, or
 - * the NSW Ombudsman, or
 - * the Children's Guardian

