CAWLS COMPLAINTS PROCEDURE

Our Commitment

We are committed to providing high-quality, respectful, and accessible legal services. We welcome feedback, including complaints, as an opportunity to improve.

How to Make a Complaint

You can make a complaint in any of the following ways:

- **In person:** Speak to a staff member at our office
- **By phone:** Call our office during business hours
- **In writing:** Email your complaint to enquiries@cawls.com.au or complete a physical feedback form available in our CAWLS Reception Areas & Clinic Rooms.
- **Via our website:** Use the Contact Us feature on CAWLS website www.cawls.org.au
- **Through a representative:** A friend, family member, or advocate may complain on your behalf

If you need assistance (eg. language support, disability access), we will help you to make your complaint.

Constructive feedback helps us to make sure CAWLS provides the best services it can. If you do not feel that your feedback has been appropriately addressed, please raise your concerns with our service staff.
Making a complaint will not affect your access to our services or how you are treated.

What to Include

Please provide as much detail as possible:

- Your name and contact details (you may remain anonymous, but it may limit our ability to respond)
- Description of the issue
- Relevant dates, times, and staff involved
- Any steps already taken
- What outcome you are seeking

If your feedback/complaint is about something you saw on one of our social media accounts, please also include:

- Which platform you saw the post/comment
- What type of content (post, comment, etc)
- Screenshots are very helpful

Confidentiality

All complaints will be handled confidentially. Information will only be shared where necessary to investigate and resolve the complaint.

Our Complaints Process

- **Acknowledgement:** We will acknowledge receipt of your complaint within 5 business days.
- **Assessment:** A senior staff member not directly involved will review the complaint.
- **Investigation:** We may speak with you and relevant staff, and review documents.
- **Outcome:** We will provide a written response within 20 business days or inform you if more time is required.

Possible Outcomes

Depending on the complaint, outcomes may include:

- Explanation or clarification
- Apology
- Corrective action or service improvement
- Staff training or disciplinary action (where appropriate)

If you still feel unsatisfied with the outcome of your complaint or feedback in relation to our service, you can request your complaint be referred to the CAWLS Management Committee, or if your complaint is regarding a legal service you may write to the *Law Society of the Northern Territory* via GPO Box 2388, Darwin NT 0801.