

Feedback and complaints

The Australian Centre for Disability Law (ACDL) is committed to providing accessible, respectful and high-quality legal services.

We welcome feedback about our services. Feedback and complaints help us identify where we can improve.

Raising a concern

If you feel comfortable doing so, you can raise your concern directly with the staff member assisting you. They may be able to resolve the issue quickly.

You do not have to raise the concern with the staff member before making a formal complaint.

Making a formal complaint

You can make a complaint about ACDL's services, a staff member, a volunteer or another person acting on behalf of ACDL.

You can make your complaint:

- **By email:** feedback@disabilitylaw.org.au
- **By post:**

Managing Principal Solicitor
Australian Centre for Disability Law
PO Box 989
Strawberry Hills NSW 2012
- **By telephone:** Contact ACDL and ask to speak with the Managing Principal Solicitor or their delegate.

Support to make a complaint

Please tell us if:

- you need help to put your complaint in writing;
- you need an interpreter or support person;

- you need information in an accessible format; or
- you require another reasonable adjustment to participate in the complaint process.

We can arrange assistance from an independent organisation where an interpreter or support worker is required.

You may make an anonymous complaint. However, making a complaint anonymously may limit our ability to investigate the matter or provide you with an outcome.

What to include

To help us understand and respond to your complaint, please provide:

- your name and preferred contact details, unless you wish to remain anonymous;
- a description of what happened;
- when it happened;
- the name of any person involved, if known;
- any documents or other information relevant to your complaint; and
- what you would like ACDL to do in response.

What happens after you complain?

The Managing Principal Solicitor, or their delegate, will:

1. review your complaint within seven business days;
2. contact you if more information is required;
3. consider the information provided by everyone involved;
4. keep you informed about the progress of the complaint; and
5. advise you of the outcome and any action that will be taken.

Where possible, ACDL will complete the complaint process within four weeks of receiving the complaint. If the complaint cannot be resolved by the Managing Principal Solicitor, it may be referred to the Management Committee or its Executive Committee.

We will tell you whether:

- your complaint has been upheld and what action will be taken;
- your complaint has been resolved and how it was resolved;
- your complaint has not been upheld and the reasons for that decision; or
- no further action can be taken and the reasons why.

Complaints about the Managing Principal Solicitor

If your complaint is about the Managing Principal Solicitor, it will be investigated by the Chairperson of ACDL's Management Committee.

You can make this complaint:

- By email: feedback@disabilitylaw.org.au
- By post:

Chairperson of the Management Committee
Australian Centre for Disability Law
PO Box 989
Strawberry Hills NSW 2012

Fairness, confidentiality and access to services

ACDL will:

- treat you with respect;
- handle your complaint fairly and without bias;
- give everyone directly involved an opportunity to provide relevant information;
- maintain confidentiality as far as reasonably possible;
- limit information to the people directly involved in handling the complaint;
- keep you informed about progress; and
- not penalise you or prevent you from accessing ACDL's services because you have made a complaint.

Appealing a decision

If you are dissatisfied with the investigation or proposed resolution, you may ask the Chairperson of ACDL's Management Committee to review the decision.

Your appeal should explain:

- why you disagree with the decision;
- the outcome you are seeking; and
- any additional information you would like considered.

You can lodge your appeal:

- **By email:** feedback@disabilitylaw.org.au
- **By post:**

Chairperson of the Management Committee
Australian Centre for Disability Law
PO Box 989
Strawberry Hills NSW 2012

The Chairperson, or their delegate, will acknowledge your appeal within three working days and tell you when the Management Committee is scheduled to consider it. You will then be informed of the outcome and any action to be taken.

External complaints

If you remain dissatisfied, you may be able to complain to an appropriate external organisation.

Complaints about the conduct or services of a lawyer in New South Wales may be made to the Office of the NSW Legal Services Commissioner. Complaints must be made or recorded in writing. Visit the Office of the NSW Legal Services Commissioner complaints page.

The appropriate external organisation will depend on the nature of your complaint. Contacting an external organisation does not prevent you from first raising the matter with ACDL.