



SETTLEMENT SERVICE CLIENT SERVICE CHARTER

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St Vincent de Paul Settlement Service employees are committed to ensuring that our services are of a consistently high standard and founded on client satisfaction.

We will provide our services without discrimination, irrespective of a client's country of birth, language, culture, race, religion or gender. In all our dealings we will strive to be informative, helpful and efficient, while at all times acting with due care and diligence.

WHAT OUR CLIENTS CAN EXPECT

- To be treated courteously, sensitively, openly and honestly
- To be provided with accurate, consistent, timely and clear information
- To have your suggestions and complaints taken seriously and learnt from
- To be looked after by trained staff
- To keep your information confidential
- To be provided with an interpreter, if you request one when you use our service
- That all Australian laws will be respected and adhered to in our dealings

HELP US, HELP YOU

So that we can provide you with a high-quality service, it is essential that you:

- Give us accurate and complete information about your circumstances
- Let us know as soon as possible if you cannot keep an appointment
- Let us know if you need an interpreter
- Be courteous to our staff

IF YOU ARE DISSATISFIED WITH OUR SERVICE OR WOULD LIKE TO SUGGEST A CHANGE

- Please discuss the issue with the person who provided the service or their Manager
- If you would prefer not to discuss the matter with the person concerned or their Manager, or if you feel he or she has not resolved the issue, please contact the Central Council Manager on 07 3716 1200 or send a written note to the Central Council Manager at: *St Vincent de Paul Society, Central Council Manager, PO Box 202, Sumner Park, QLD 4074*
- Anonymous complaints will be treated equally but identifying yourself will enable us to respond to your concern