

tell us what you think...

We value your feedback



compliments



suggestions



complaints

Our commitment to you

We are committed to giving you the best possible service. Please tell us about problems with our service so we can do our best to fix them. Tell us how you think we can do it better.

We are also happy to hear when we do a good job.

How can you give us your feedback?

Please talk to us about your concerns first.

Making a complaint is **free**.

To make a complaint, compliment or suggestion you can:

fill out this form and send it to:

Legal Aid NSW

Complaints and Client Service Officer

PO Box K847

Haymarket NSW 1240

fill out this form and hand it into any of our offices. Our offices are listed on the back of this form.

go to the 'Feedback and Complaints' page on our website www.legalaid.nsw.gov.au and fill out the online form.

use the Feedback widget on our website

www.legalaid.nsw.gov.au



Are you complaining for someone else?

If you are complaining for someone else we will need them to agree that we can respond to you.

Please ask us for a copy of our 'client authority form' for complaints or download it from our website (<https://www.legalaid.nsw.gov.au/contact-us/feedback-complaints>).

Do you need help to fill out this form?

Tell us if you need help to fill out this form.
We want to hear what you think.

Ask us for help at your local Legal Aid NSW office.
Our offices are listed on the back of this form.

If you need an interpreter you can use the
Translator and Interpreter Service (TIS) to call us.
Call 131 450. This is free.

If you are deaf you can use the National Relay
Service to contact us. Call 133 677 or go to
www.relayservice.gov.au This is free.

How will we protect your privacy?

We will not tell anyone what you tell us unless
you say we can, or for example, it raises serious
issues, the law says we must or it would be
reasonably expected in the circumstances.

We deal with your personal information in
accordance with the NSW privacy legislation
and the Legal Aid NSW Privacy Management
Plan. For more information about privacy,
please contact your nearest office or visit www.legalaid.nsw.gov.au/privacy

If you don't want to give us your name, we may
not be able to respond to your complaint.

What can you do if you are not happy with our response?

If your complaint is about a lawyer you can
complain to:

Office of the Legal Services Commissioner

Call 9377 1800 or 1800 242 958 (free call
outside Sydney) TTY (02) 9377 1855 or go to
www.olsc.nsw.gov.au

If you are not happy with our response to
your complaint about anything else you can
complain to:

NSW Ombudsman

Call 9286 1000 or 1800 451 524 (free call outside
of Sydney) or go to www.ombo.nsw.gov.au

Your Name

Title Ms/Miss/Mrs/ Mr/Dr

Address

Postcode

Tel

Email

What is your file number (if known)?

Do you want a response? Yes No

Can we give a copy of your feedback to the people involved? Yes No

FEEDBACK

1. What service, staff member or office do you want to tell us about?

2. When did you have contact with us?

3. What are your comments? Please tell us what you would like to happen.

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

(Please attach more paper if you need it)

Thank you for your feedback



Central Sydney

323 Castlereagh Street
Haymarket 2000
Ph: 02 9219 5000
TTY: 02 9219 5126

Metropolitan

Bankstown

Ph: 02 9707 4555

Blacktown

Ph: 02 9621 4800

Burwood

Ph: 02 97476155
TTY: 02 9747 0214

Campbelltown

Ph: 02 4628 2922

Fairfield

Ph: 02 9727 3777

Liverpool

Ph: 02 9601 1200

Parramatta – Family and Civil Law

Ph: 02 9891 1600

Parramatta – Criminal Law

Ph: 02 8688 3800
TTY: 02 9687 7538

Penrith

Ph: 02 4732 3077

Sutherland

Ph: 02 9521 3733

Regional

Coffs Harbour

Ph: 02 6651 7899

Dubbo

Ph: 02 6885 4233

Gosford

Ph: 02 4324 5611

Lismore

Ph: 02 6621 2082

Newcastle

Ph: 02 4929 5482

Nowra

Ph: 02 4422 4351

Orange

Ph: 02 6362 8022

Port Macquarie

Ph: 02 5525 1600

Riverina Albury

Ph: 02 6020 7200

Riverina Wagga Wagga

Ph: 02 6921 6588

Tamworth

Ph: 02 6766 6322

Wollongong

Ph: 02 4228 8299

Office Hours

Central Sydney: 8.30am to 5.30pm

All other offices: 9.00am to 5.00pm

www.legalaid.nsw.gov.au