

If you require an interpreter, call the Telephone and Interpreting Service (TIS) on 131 450. State the name of the language you speak, and ask to be connected to the Central Tablelands and Blue Mountains Community Legal Centre on (02) 4704 0207.

What Do We Do With Your Feedback?

Once we receive your feedback, it will be passed on to the appropriate staff member.

If your feedback requires investigation, you will be contacted within 2 business days where we will confirm receipt of your feedback, and inform you of the next steps we will be taking to try to find a resolution. The person who will deal with your feedback will vary according to the nature of the feedback.

Central Tablelands and Blue Mountains Community Legal Centre Inc.

📍 4 Station Street, Katoomba NSW 2780
☎ (02) 4704 0207
✉ admin@ctbmclc.org.au
🌐 www.ctbmclc.org.au

We acknowledge the traditional owners of the lands on which we work; the Darug, Gundungurra and Wiradyuri peoples, and pay our respects to their Elders, past, present and emerging.

We Aim to Resolve Issues Within 5 Business Days of Notification.

Depending on the nature of the concern, this may involve consulting policies and procedures, discussions with relevant staff, and CTBMCLC Board member involvement. We will inform you of the outcome in writing and through other means if requested.

What if You Are Dissatisfied?

If you are not happy with our decision, you may make a complaint to an external agency.

- The Office of the Legal Services Commissioner NSW may be reached at **1800 242 958** for complaints about the conduct of solicitors.
- Legal Aid NSW funds CTBMCLC legal services through the Community Legal Services Program. The Program Manager can be reached on **(02) 9219 5000**.
- NSW Fair Trading funds the CTBMCLC tenancy advice service through the Tenancy Advice & Advocacy Program. The Community and Industry Grants Manager can be reached on **(02) 9619 8731**.

Client Feedback Form

Help Us Help You Better!

Community Legal Centres are funded by the Commonwealth/ State Community Legal Services Funding Program. The Blue Mountains Tenants' Advice and Advocacy Program is funded by NSW Fair Trading.

Supported by the



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We encourage clients to provide face to face or over the phone feedback directly to the staff member providing them a service. This allows concerns to be addressed promptly and ensures compliments are received warmly by the person they are intended for. However, we recognise that this is not always possible or appropriate.

- In person
- By email to admin@ctbmlc.org.au
- By mail to 4 Station Street, Katoomba
NSW 2780

All feedback is confidential and will not affect current or future eligibility or access to our services.

Location: _____