

How to make a complaint

If you are unhappy with something or someone at CatholicCare, or something is worrying you, you can make a complaint or talk about it. Remember, it is okay to share when you feel something is wrong!

First, ask someone to help you fix your problem.

This can be a staff member, friend, family or someone you trust.



If you don't feel comfortable speaking about the issue, you can fill out a Complaint Form or get someone to fill it in for you.

Give the form to a caseworker or manager.

They will talk about the problem to see if they can help you or give you advice on what to do.



Afterwards, if you don't feel the problem is fixed, you can talk to the Senior Manager.

If you feel that your issue is still not better, you can ask the following people, outside of CatholicCare, to help you:

NSW Ombudsman	1800 451 524
Office of Safeguarding	4979 1390
Child Protection Helpline	132 111