

**Your  
feedback is  
important!**



### Contact Us

Catholic Diocese of Broken Bay  
**P: 8379 1600**  
PO Box 340, Pennant Hills NSW 1715  
**W: [www.bbcatholic.org.au](http://www.bbcatholic.org.au)**

**For the safety of children**  
contact the Office for Safeguarding  
(Chancery)  
**P: 8379 1605**  
**E: [safeguarding@bbcatholic.org.au](mailto:safeguarding@bbcatholic.org.au)**

### External agency Contact:

NSW Ombudsman  
1800 451 524  
[nswombo@ombo.nsw.gov.au](mailto:nswombo@ombo.nsw.gov.au)  
[www.ombo.nsw.gov.au](http://www.ombo.nsw.gov.au)



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We like to receive feedback so if there is a problem, we can fix it and do better next time or continue to do something if it's working well.

**Your concerns will be taken seriously.**

### Why is feedback important?

- Feedback can help us to create communities of safety and care
- If we manage the feedback well, it can enable us to change a poor experience into a positive one

*Depending on the feedback we receive will determine the pathway to follow*

**Feedback &  
Complaints,  
Chancery & Parish**



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## How do I provide feedback or make a complaint?

You can phone, write a letter, send an email or sometimes may organise a meeting to discuss your concerns.

You may also ask someone to make a complaint on your behalf if you are unable to make the complaint yourself.

You have the right to have a support person and / or interpreter to assist you in making a complaint, and during the resolution process.

## What information should you include?

When making a complaint you should explain your concerns clearly and in your own words. You should include enough information, so we can clearly identify the issues of concern. This will allow us to assess your complaint and determine the most appropriate way to respond.

## Who can I make a complaint to?

You can make a complaint at any time. We encourage you to first raise your concern locally, that is with the Parish Priest or your Supervisor.

If you do not feel comfortable speaking to the person or if they are not able to resolve your complaint, you can contact the Catholic Diocese of Broken Bay.

## Your right to complain to an external agency.

If you feel that we have not managed your complaint fairly or you continue to remain concerned you have a right to complain to an external agency.

