

### **What if you are not happy with our service?**

We are always striving to improve the service we deliver to our clients and the community and our clients experience and input is very important to us. We ask that if you are unhappy with something that has happened with our organisation or our staff, please let us know. We understand that you may wish to make a comment, suggestion or complaint about the service. To do this we ask that you follow the steps below:

Firstly, arrange to speak with a Worker, Team Leader or the Manager.

If you prefer, you can write to or email:

[info@gfsi.org.au](mailto:info@gfsi.org.au)

#### **Gunnedah Family Support Inc**

PO Box 114  
Gunnedah NSW 2380

If you feel this does not address your concerns you can write to the GFS Board outlining your concerns at:

#### **GFS Board**

Gunnedah Family Support Inc  
PO Box 114  
Gunnedah NSW 2380

If you are still not able to have your issue resolved, direct your concerns to:

#### **The Community Service Commission**

Locked Mail Bag 16  
Strawberry Hills NSW 2012