



Presentation

'Complaint Management within DCF'

Tuesday 29th November 2011
9.00am – 10.30am

Salvation Army Training Room
Lee Point Dr, Anula

Have you ever wondered how complaints are dealt with by the Department of Children and Families (DCF)?

If your answer is yes – then come along to this presentation by Cindy Bravos
from DCF

Discussion Items

- The role of DCF's new Practice Integrity and Complaints Management Branch
- Compliments, Suggestions and Complaints
- What happens when a complaint is made?
- What happens if a complainant is still not satisfied?

Please RSVP to lava@ntcoss.org.au

For further information, please call Lava Kohaupt at NTCOSS on 08 8948 2665.