

Attachment 1 – Complaints Brochure

Our Complaints Policy

Our members are at the heart of our organisation, and we're committed to giving them the highest quality service we can. Therefore, if you're not happy with our service, let us know so we can put things right.

How to Make a Complaint

We have established complaint resolution process that aims to deal with complaints quickly and fairly.

Please send us a description of your complaint and what outcome you are looking for to resolve it, and any other relevant information.

Alternatively, you can have a representative of yours contact us on your behalf to assist. You can contact us on the following details:

Method	Contact Details
Writing:	The General Manager The Central Synagogue 15 Bon Accord Ave Bondi Junction NSW 2022
Email:	marc@centralsynagogue.com.au
Telephone:	(02) 9355 4000

How Long Will It Take?

Where possible, we will resolve your complaint within 30 days of being notified of it with all relevant details being provided. If we need some additional time, we will let you know.

Frequently Asked Questions (FAQs)

Is there a time limit on making complaints?

For some types of complaints time limits may apply so the sooner you inform us of a problem, the easier it will be to resolve.

Is there a cost involved in making a complaint?

No. Our complaint resolution procedure is provided free of charge to you.

In need of additional support?

We provide additional support for people in vulnerable circumstances such as family violence, financial abuse, illness, assistance with language communication or people who need additional support.

Will the information I provide be kept confidential?

Yes. It is protected by the same confidentiality and privacy standards that protect all of your personal information provided to and held by us. We take your privacy entitlements seriously and our privacy policy explains the measures we put in place to ensure the confidentiality, accuracy and security of your personal information. You can find TCS's privacy policy at <https://www.TCS.com.au/pages/privacy>

Can someone else make a complaint on my behalf?

Yes. However, you will need to provide us with your written confirmation that you have authorised another person to lodge the complaint and to negotiate a resolution on your behalf.