



MPRA Feedback and Complaints Policy			
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Version:	1	Date Revised:	
Endorsed by:	Murdi Paaki Regional Assembly	Date to be reviewed:	July 2024

Providing feedback on the Murdi Paaki Regional Assembly and/or Murdi Paaki Services

Murdi Paaki Regional Assembly and Murdi Paaki Services value your feedback because it helps us to stay in touch with communities and stakeholders and to improve the way we work.

If you have a complaint about Murdi Paaki Regional Assembly or Murdi Paaki Services Ltd, please let our Office Manager know so we can resolve the problem.

You can call us at our office on **02 6836 4008** or email us at admin@mpracom.au or you can use the form below to contact us by sending it to admin@mpracom.au or via post to **PO Box 48, Cobar NSW 2835**.

Your feedback will be acknowledged within 10 days and will be communicated to the MPRA Chairperson.

Complaints about Murdi Paaki Regional Assembly or Murdi Paaki Services Ltd

If you have a complaint about Murdi Paaki Regional Assembly or Murdi Paaki Services Ltd, please let our office manager know so we can resolve the problem. Please be assured that every complaint will be treated confidentially.

Complaints process

We recommend that you first try to resolve the issue with the person you have been dealing with and speak with their manager if you are not satisfied.

If your complaint is still not resolved you can:

- ask the office manager at our office to record your complaint
- send a letter to **PO Box 48, Cobar NSW 2835**
- call us on **02 6836 4008**
- use the form below to email us at admin@mpracom.au

How to make a complaint

You can help us respond quickly and effectively to your complaint by:

- including specific detail about your situation (any correspondence, phone calls or other discussions you have had with staff about the problem you want resolved, relevant documents or photos)
- considering what you would us to do to address the problem
- telling us if you need help to lodge your complaint, for example someone you want to speak on your behalf

Murdi Paaki Regional Assembly is the peak representative structure that represents the interests of Aboriginal and Torres Strait Islander people in 16 communities across the Murdi Paaki region.

Bourke
Collarenebri
Goodooga
Menindee

Brewarrina/Ngemba
Coonamble/Wan-Gali
Gulargambone
Walgett/Gamiloro

Broken Hill
Dareton/Wentworth
Ivanhoe
Weilmoringle

Cobar
Enngonia
Lightning Ridge
Wilcannia

- treating our staff with courtesy and respect
- considering if your complaint relates to a dispute about issues that are within the services that Murdi Paaki Regional Assembly or Murdi Paaki Services Ltd provide (because if they are the responsibility of another body then we cannot do anything to resolve your complaint)

We will not respond to messages which are abusive or meant to intimidate.
To make a complaint please use the form **below**.

If you require assistance to complete the form below, please contact our Office Manager and they can either assist you to fill out the form (either by email or in person or over the phone) or suggest someone who may be able to help you fill out the form. If your complaint is about the office manager, they will not be involved in handling your complaint and will refer the complaint to someone else.

Please be assured that every complaint will be treated confidentially.

How we handle your complaint

We will respond as quickly as possible to your complaint and will let you know within 10 days that we have received it.

If the matter is complex, we may take several weeks to give you an answer.

We will let you know if we can resolve your complaint directly, or whether we need more time to investigate it. Sometimes we may need to speak to staff who are away from the office for some time. We will inform you of the findings of our investigation and what we may do about them.

If your complaint cannot be resolved

You can ask us to reconsider the decision within 1 month of our decision and tell us what outcome you would like. If we can't resolve your complaint, we will explain why and seek alternatives to resolve your issues/concerns.



FEEDBACK OR COMPLAINTS FORM

Please fill in the details of the person who is providing feedback or making a complaint

Date:	
First name:	
Surname:	
Address:	
Phone:	
Email:	
Who or what is this about? (please select)	Community Working Party <input type="checkbox"/> Please identify person(s) _____ Murdi Paaki Regional Assembly <input type="checkbox"/> Please identify person(s) _____ Murdi Paaki Services Limited <input type="checkbox"/> Please identify person(s) _____
Subject matter:	
Message:	
Attachment (please insert):	
What outcome would you like to see as a result of this?	

OFFICE USE ONLY

Form received by:		Date:	
Form entered onto register:		Date:	
Form sent for actioning to:		Date:	



Acknowledgement of receipt of feedback or complaint sent: YES NO

(Acknowledgement of receipt or complaint must be sent within 10 days)

Date acknowledgement of receipt of feedback or complaint sent:

Outcome of any followup to feedback taken:

For Complaints Only - Assessment or investigation undertaken:

For Complaints Only - Outcome of assessment or investigation including any recommendations:

Response sent:		Response accepted:	YES <input type="checkbox"/> NO <input type="checkbox"/>
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Outcome not accepted – Refer complaint to Murdi Paaki Services Limited CEO for review

Outcome accepted and complaint closed – return completed form to office manager.