



Feedback, Compliments and Complaints Policy

Feedback can be Compliments, Comments or Complaints.

We would love to hear your compliments, that means we are getting it right.

If you are happy we are happy!

If you not happy, we welcome you talk to us about it as we attempt to resolve together. It is OK to complain; we value your point of view and feelings: this helps us do better! We will also listen and reply to complaints as quickly as possible. You can complain anonymously but if you don't leave a name, we won't be able to reply to your complaint, however we will still try to make things better.

You can use the online contact form, phone or email us or speak to us in person.

If you need help to make a complaint.

You can get help to make a complaint about our service by speaking to:

- Us (we commit to supporting you through the process),
- Your family and friends
- an Advocate [Advocacy supports | People with disability | Queensland Government \(www.qld.gov.au\)](#)
- Serious complaints; NDIS Commission [Contact us | NDIS Quality and Safeguards Commission \(ndiscommission.gov.au\)](#) phone 1800 035 544

Advocates can help you make a complaint. They are also a free service. The national Disability Advocacy Program can help you work with an advocate. Email them at: disabilityadvocay@dss.gov.au Or write to: Disability, Employment and Carers Group Department of Social Services. We can also assist you to connect with an advocate if that is your wish.