

Client feedback continued

5. Would you like a reply?

No Yes

If you would like us to respond to your compliment, suggestion or complaint, please provide your contact details below:

Name: _____

Address: _____

Telephone: _____

Email: _____

Date: _____

Thank you for your feedback

Want to know more?

For further information please contact us.



**2nd Floor Main Street Arcade
82 Grafton Street, Cairns QLD 4870**

Lift access via Main Street Arcade Food court

PO Box 7129, Cairns QLD 4870

**Phone
4031 7688 | 1800 062 608**

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Feedback & Complaints

This brochure tells you how you can provide us with feedback or make a complaint

*For people
in the community
experiencing disadvantage*



4031 7688 | 1800 062 608

Feedback

We are interested in hearing what you think about our services. Your feedback – compliments, suggestions and complaints – is welcome.

How can I give feedback?

If you would like to give a compliment, make a suggestion or make a complaint you can:

- ask to speak to us; or
- complete the client feedback section in this brochure and return it to us; or
- write to us.

If you wish to make a complaint, please address your complaint to the Centre's Director.

I want to make a complaint. How will it be dealt with?

Once your complaint has been received, it will be allocated to the appropriate person who will be responsible for handling your complaint.

The person handling your complaint will then:

- examine/investigate your complaint
- prepare a response to your complaint
- inform you and any person you complained about of the outcome.

You should allow at least 28 days to receive notice of the outcome of your complaint. If it is likely to take longer than this the person handling your complaint will let you know.

I want to make a complaint. Who else will know about it?

A record is kept of all complaints. However, your complaint is confidential and only the people involved to resolve any problems know about your complaint. This includes any worker that you have complained about.

The nature and outcome of all complaints are also reported to the Centre's Director, and if necessary the Centre's Board.

This information is then used to improve our services. It also lets us know what we are doing well.

Need extra help?

If you need help making a complaint, you can call us on (07) 4031 7688 or 1800 062 608 or visit our office.

Arrangements for an interpreter can also be made, or if you would like a support person to help you, please let us know.

What if I'm unhappy with the outcome of my complaint?

If you are not satisfied with the outcome of your complaint, you can ask for an internal review. If you ask for this to happen, your complaint will be reviewed by someone other than the person who initially handled your complaint. You can also refer your complaint to an external body at any time.

Client feedback

1. Which of the following do you wish to make?

Compliment

Suggestion

Complaint

2. Which service or worker are you commenting on?

3. When did you have contact with us?

4. Please write your comments in the space below. If there is not enough space, attach a separate sheet or write to us.

Anonymous complaints will not be accepted.

If you have made a complaint, you must provide your name and contact details – there is a space for this over the page. We will use these details to contact you about the progress and outcome of your complaint.