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## **HOW WE WILL DEAL WITH YOUR FORMAL COMPLAINT**

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### **What happens when you make a formal complaint?**

Upon receipt of a formal complaint, the details of the complaint will be entered into our complaints register within 1 working day of receipt.

Within 5 working days of receipt of complaint, you will be contacted by our Complaints team to acknowledge receipt of your complaint and seek further information about the complaint if required.

We will fully investigate the complaint within 21 working days. If, the investigation is complex, we may require longer than this but we will contact you to let you know if extra time is required.

Once we have finalised our investigation you will be notified of the outcome. Within 5 days of notifying you of the outcome, you will be contacted by our Complaints team to see if you are happy with the outcome of the complaint and the process.

At any stage of the process you may take your complaint about our service or the manner in which we are handling your complaint to an external organisation, including our funding body, the details of which are shown at the bottom of this fact sheet.

### **What to do if you are unhappy with the outcome of your complaint**

If you are unhappy with how we handled your complaint or the outcome, you can request that the matter is reviewed by one of our Executive team.

You may take your complaint, at any time, to an external organisation, including our funding body, if you are not happy with our services or the manner in which we are handling your complaint. The details of these external organisations are listed below.

#### **National External Organisations**

- Australian Human Rights Commission
  - Telephone: 1300 369 711
  - Website: [www.humanrights.gov.au](http://www.humanrights.gov.au)
- National Disability Abuse and Neglect Hotline
  - Telephone: 1800 880 052
  - Website: [www.disabilityhotline.net.au](http://www.disabilityhotline.net.au)

#### **Queensland External Organisations**

- Anti-Discrimination Commission of Queensland
  - Telephone: 1300 130 670
  - Website: [www.adcq.qld.gov.au](http://www.adcq.qld.gov.au)
- Office of the Public Guardian
  - Telephone: 1800 661 533 or (07) 3225 8325
  - Website: [www.publicguardian.qld.gov.au](http://www.publicguardian.qld.gov.au)



- Queensland Civil and Administrative Tribunal
  - Telephone: 1800 068 908 or (07) 3005 7000
  - Website: [www.qcat.qld.gov.au](http://www.qcat.qld.gov.au)
- Department of Communities, Child Safety and Disability Services
  - Address: The Complaints Unit  
GPO Box 806  
Brisbane  
Qld 4001
  - Telephone: 1800 080 460
  - Email: [feedback@communities.qld.gov.au](mailto:feedback@communities.qld.gov.au)
  - Website: [www.communities.qld.gov.au/gateway/about-us/compliments-and-complaints-feedback](http://www.communities.qld.gov.au/gateway/about-us/compliments-and-complaints-feedback)

### New South Wales External Organisations

- Anti-Discrimination Board of NSW
  - Telephone: 1800 670 812 or (02) 9268 5544
  - Website: [www.antidiscrimination.justice.nsw.gov.au](http://www.antidiscrimination.justice.nsw.gov.au)
- Office of the Public Guardian
  - Telephone: 1800 451 510 or (02) 8688 2650
  - Website: [www.publicguardian.justice.nsw.gov.au](http://www.publicguardian.justice.nsw.gov.au)
- NSW Civil and Administrative Tribunal
  - Telephone: 1300 006 228
  - Website: [www.ncat.nsw.gov.au](http://www.ncat.nsw.gov.au)
- Family & Community Services, Ageing, Disability & Home Care
  - Address: Locked Bag 10,  
Strawberry Hills  
NSW 2012
  - Telephone: (02) 9377 6000
  - Email: [servicembx@facs.nsw.gov.au](mailto:servicembx@facs.nsw.gov.au)
  - Website: [www.adhc.nsw.gov.au/contact\\_us/complaints\\_procedure](http://www.adhc.nsw.gov.au/contact_us/complaints_procedure)