

# Making a complaint



**Queensland** Government  
Department of **Communities**



## Your complaints are welcome

The Department of Communities is committed to providing and funding high-quality services to clients.

If you are unhappy with a service that we provide or fund, we want to know. Your complaints and feedback provide us with information to help improve the quality of services.

You can make a complaint at your local office at any time. If staff are unable to help, they may refer your complaint to the Complaints and Prevention Unit.

## What can I complain about?

You can provide feedback or make a complaint about any aspect of services provided or funded by our Department. If we cannot assist with your complaint, we will give you advice about where to get help.

## If I have a complaint, what should I do first?

If you have a complaint or a concern there are some steps you can take to help us help you.

### 1. **Go local first**

Many concerns can be resolved by speaking with local departmental staff. Give the service a chance to fix the problem if you think they can.

### 2. **Act quickly**

Please tell departmental staff as soon as possible if you are not happy with the response to your complaint. We will take further action on your behalf.

### 3. **Make your complaint clear**

Write down everything relevant to the issue in the order in which it happened.

Make sure you include a description of what happened, dates, phone calls, letters and meetings. Let us know the outcome you are seeking or the action you want us to take.



## What if I am uncomfortable reporting my complaint to local staff?

If you do not wish to talk about your concerns with local staff, or they have not been able to deal with your concerns, you can take your complaint to the Complaints and Prevention Unit.

## How do I make a complaint?

You can make a complaint by sending an email, letter or speaking to any staff member. If you feel you cannot complain to staff in your region, a complaints officer in Brisbane is available to help.

If necessary, a complaints officer will help you get the issue clear in your mind and write down all the details of your complaint.

The officer will then consider if they need to gather further information before deciding on the best way to help. The officer will try to find an approach to resolve your problem in a way that meets your needs. This may mean asking the organisation that provided the service to talk with you directly about solving the problem.



## What if I need help to make my complaint?

We want to make sure you have all the help you need to make a complaint.

We can help by:

- arranging an interpreter
- letting you know where you can get further help and information
- providing help if you are hearing impaired
- providing support to access an independent support person of your choice
- providing information in appropriate formats when required.

## Who else will know about my complaint?

Your complaint will be dealt with in a confidential manner and will only be discussed with the people directly involved.

## How will my complaint be managed?

We are committed to providing an accessible, responsive and timely complaints management process. Staff involved with managing your complaint have a responsibility to help you.

The Department of Communities uses the Australian Standard for Complaints Handling (AS 4269-1995), the International Standard IS 10002 and the Office of the Public Service Commissioner's Directive 13/06 — Complaints Management Systems, as guidelines for managing complaints.

## **How will I know what is happening with my complaint?**

The Complaints and Prevention Unit will keep you informed of the progress of your complaint and any action taken. The complaints officer will ask if you are satisfied with the outcome and how your complaint was managed.

## **What can I do if I am unhappy with how my complaint has been handled?**

The way we manage complaints is designed so there is a good chance you will have your problem resolved in the way you want. However, we cannot guarantee this will happen in every case. If you are not happy with how we handled your complaint you can contact the State Ombudsman to request an independent review by telephoning 3005 7000 or 1800 068 908 (toll-free) or emailing [ombudsman@ombudsman.qld.gov.au](mailto:ombudsman@ombudsman.qld.gov.au)





## Complaints are taken seriously

We believe service users have a right to express dissatisfaction with our services without fear of reprisal.

Our policies and procedures for managing complaints can be accessed at our offices or at [www.communities.qld.gov.au](http://www.communities.qld.gov.au)

You can contact staff at the following Department of Communities offices to make a complaint:

### **Regional Contacts**

Far North Queensland .....	4048 9333
Far North Queensland (Aboriginal and Torres Strait Islander Partnerships) .....	4039 8177
North Queensland .....	4799 5533
Mackay/Whitsunday .....	4967 4420
Fitzroy/Central West Queensland .....	4938 6996
Wide Bay/Burnett .....	4125 9398
Sunshine Coast .....	5459 8602
Darling Downs/ South West Queensland .....	4699 4222
Moreton .....	3280 1777
Greater Brisbane .....	3109 0620
Gold Coast .....	5583 4400
Brisbane Youth Detention Centre .....	3271 0777
Cleveland Youth Detention Centre .....	4729 9000

### **General Contacts**

111 George Street, Brisbane Qld 4000  
GPO Box 806, Brisbane Qld 4001  
Phone: ..... 13 13 04 (cost of a local call)  
Facsimile: ..... 3404 3570  
TTY: ..... 3012 8655  
Email:.. enquiries@communities.qld.gov.au

### **Complaints and Prevention Unit**

GPO Box 806, Brisbane Qld 4001  
Phone: ..... 3224 7179  
..... or 1800 177 120\* (freecall)  
Email:... complain@communities.qld.gov.au

\*Calls from mobile phones are charged at applicable rates