

# Making a complaint

## Information for you

**Easy Read**





## How to use this document

The Department of Communities, Disability Services and Seniors wrote this document. When you see the words 'we', 'us' or 'department' it means the Department of Communities, Disability Services and Seniors.



This easy read document is a summary of another document.

It is called our Complaints Management Policy. You can read that here:

<https://www.communities.qld.gov.au/about-us/customer-service-compliments-complaints>



You might want someone to help you read this document.

A friend, family member, **advocate**, elder or another support person may be able to help you.

An **advocate** is someone who can help you speak up and make decisions.

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## About complaints



Making a complaint is telling us:

- there is a problem
- something is wrong.



It might be about:

- a decision we have made
- a decision you would like us to make
- the service we have provided
- a service you would like us to provide
- the behaviour of our employees
- a service that is funded by us
- how we look after the privacy of your information.



It might also be about the National Disability Insurance Scheme, the NDIS. We can help you talk to the NDIS about a problem.



Listening to complaints is important to us.

It is okay to complain.



It can help us:

- do a better job
- keep people safe.



You might want someone to help you make a complaint.

A friend, family member, advocate, elder or another support person may be able to help you.



Please tell us if you need:

- an Auslan interpreter
- an interpreter who speaks your language.

## How to make a complaint



If you have a complaint, tell the person from the department that you usually talk to.



They will try to fix the problem and help you.



They will keep a record of:

- your complaint
- how we try to fix it
- your contact details.



We tell you about how we look after your personal information on page 10 of this document.



If the person who usually helps you can't fix your complaint, you can talk to the Complaints Unit.



If your problem is serious, you can talk to the Complaints Unit.



The Complaints Unit are the people who listen to complaints.



The Complaints Unit will find the right person to listen to your complaint and try to fix the problem.



They will:

- tell you what they are doing about the problem
- keep a record of how they help you.

## How to contact the Complaints Unit



- **phone**  
1800 491 467



- **email**  
[feedback@communities.qld.gov.au](mailto:feedback@communities.qld.gov.au)



- **use the online form**  
<https://www.complaints.services.qld.gov.au/>



- **post**  
Complaints Unit  
Department of Communities, Disability  
Services and Seniors  
GPO Box 806  
Brisbane Queensland 4001.





If you are not happy with how the Complaints Unit handled your complaint you can:



- ask us to look at your complaint again. This is called an Internal Review.

Or you can talk to:



- **Queensland Ombudsman**

Phone: 1800 068 908

Email:

[ombudsman@ombudsman.qld.gov.au](mailto:ombudsman@ombudsman.qld.gov.au)



- **Queensland Human Rights Commission**

Phone: 1300 130 670

National Relay Service:

TTY users, phone 133 677 then ask for 1300 130 670

**Speak & Listen users:**

Phone 1300 555 727 then ask for 1300 130 670

**Internet Relay Users:**

Connect to the national Relay Service and then ask for 1300 130 670

## What information we keep about complaints



What information we collect:

- your name
- your contact details
- information about your complaint.



We collect your information so we can:

- help fix your complaint
- see if people have complaints about the same things
- see if we are doing a good job helping people with complaints.



What we do with your information:

- we keep your information safe on our computers and on paper
- we only share it with people that need to know or can help with your complaint.

You can find out about [our privacy policy](https://www.communities.qld.gov.au/privacy) here:  
<https://www.communities.qld.gov.au/privacy>

## Contact us

### Complaints Unit:

- **phone:** 1800 491 467
- **email:** [feedback@communities.qld.gov.au](mailto:feedback@communities.qld.gov.au)
- **use the online complaints form here:**  
<https://www.complaints.services.qld.gov.au/>
- **post:**

Complaints Unit

Department of Communities, Disability  
Services and Seniors

GPO Box 806

Brisbane Queensland 4001

**We might not be the right contact to help you.**

You can:

- ask us who might be help you with your complaint.
- look at the list of else might help you here:  
<https://www.communities.qld.gov.au/about-us/customer-service-compliments-complaints>