

COMPLAINT FORM

YOUR DETAILS

(All information is strictly confidential)

Name

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Postal address

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Email

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Daytime contact/phone

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DETAILS OF COMPLAINT

Date of incident

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Where did it happen?

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COMPLAINT FORM

What happened?

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How would you like it resolved?

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.....
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Signature.....

Date



COMPLAINTS INFORMATION & PROCESS

Help us improve our service

CONTACT US

Better Together Community Support

16a Robert St
PO Box 793
Atherton Q 4883
Ph: 4091 3850

 [bettertogetheratherton](https://www.facebook.com/bettertogetheratherton)

 bettertogether.com.au

 info@bettertogether.com.au

Why your feedback is appreciated

If you have a concern, chances are that you are not alone. Your feedback could make us aware of problems that we don't know about. So, we want to hear from you.

We take all feedback seriously and we want to understand how we can best deliver services to you.

You are welcome to speak to our staff if you have any issues you wish to raise.

We also welcome feedback via email or by phone.

You are also invited to complete the client complaint form (back page). You can drop it in at our office at 16a Robert St, Atherton. Please attention it to the CEO. You can also send it back to our mailing address, PO Box 793, Atherton Q 4883

MD0034 (SEPT 24)

What to expect

If you have a complaint, we will respond to it promptly, sensitively and in strictest confidence. You will continue to have access to our services throughout this period.

Our process

If you leave your name and contact details, we will contact you within a week.

Resolution

If you would like us to tell you how we have resolved your complaint, please ensure you include your name and contact details.

We will keep you informed about the progress of your complaint along the way.

Improving our service

Complaints are discussed at Better Together management meetings with a view to improve our service and keep staff informed and aware.

External complaint mechanisms

If you do not feel comfortable raising a complaint directly with us, or if you continue to be dissatisfied after raising your concern with us, assistance is available through:

- Queensland Advocacy Service
Phone : 1800 818 338
- For elder persons you can contact the Aged Care Quality and Safety Commission at: agedcarequality.gov.au/contact-us/complaints-concerns or call 1800 951 822
- You may choose to have a family member or an external advocate to assist you at any stage, or
- Speak to a manager at Better Together, who will be able to direct you to the appropriate external authority.