

Complaints

Autism Queensland is committed to providing high quality services to our clients, but sometimes we get it wrong. We want to help everyone understand their right to make a complaint and our complaints process.



What is a complaint?

A complaint is when a problem is happening, and someone says that they are unhappy.

- Complaints are important for an organisation to know what it is doing **well** and what it is doing **badly**.
- **Anyone** can make a complaint including family members and support workers.

Your rights:

We will make sure that:



- we **listen** to all complaints and treat them all **fairly**;
- we handle complaints **quickly**;
- you are given **help** if you need it when making the complaint and after making a complaint;
- complaints are fixed if they can be;
- you feel safe to **ask questions** about the complaint;
- you feel safe to make a complaint and are not made to feel upset by others.



You have the right for your complaint to be treated equally to all other complaints no matter:

- who you are;
- where you live;
- whether you are a man or a woman;
- what job you have;
- what language you speak;
- whether you have a disability;
- what your religion is;
- whether you are rich or poor.



When you make a complaint Autism Queensland will make sure that what you say is kept **confidential**.

How to make a complaint

- **Write** down what has happened so that you can remember clearly.
- Write down as much as you can remember to help with the complaint.





Seeking help

If you are not sure how to make a complaint or you are feeling worried:

- you can talk to one of our staff members who you know and **trust**;
- you can talk to someone you can trust, such as a family member;
- you can ask that person to **help you** to make the complaint if you don't feel happy making the complaint yourself.



Where to make a complaint

You can make a complaint by:

- speaking to the staff member you were working with at the time;
- contacting Autism Queensland.

- If you don't want us to know who made the complaint you can make a secret complaint by not giving us your name.
- You can find our full Privacy Policy on [our website](#).



Call us:

(07) 3273 0000



We are available:

Monday to Friday from 8.30am to 4.30pm



Email us:

feedback@autismqld.com.au



Write to us:

**Autism Queensland
PO Box 354
SUNNYBANK QLD 4109**



Visit:

<https://autismqld.com.au/page/feedback>



Managing complaints

Our staff member will:

- say the complaint back to you to make sure they understand your complaint;
- tell you what they will do to fix the problem and tell you how long it will take;
- apologise when things have gone wrong.



Review

- We will often check to see if our complaints process is working. We might ask you to tell us if you found it easy or hard.
- It is important that you know how to make a complaint and who to talk to you if are unhappy. If you need more help with who to talk to about a complaint, please ask one of our staff.

For more information, please refer to the [Client Service Charter](#) on [our website](#).