

## 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](mailto: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:

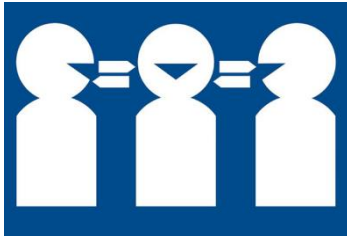
- say the complaint back to you to make sure they understand your complaint;
- tell you what they will do to fix the problem and tell you how long it will take;
- apologise when things have gone wrong.

### NDIS-funded services

- The NDIS Commission encourages you to raise any concerns or complaints about NDIS services or supports you receive from Autism Queensland.
- You can raise your concerns directly with Autism Queensland as outlined above. Or you can contact the NDIS Commission via their website: [www.ndiscommission.gov.au](http://www.ndiscommission.gov.au) or phone: 1800 035 544
- If you have concerns or complaints about NDIA or NDIS plans you can also contact NDIS: [www.ndis.gov.au](http://www.ndis.gov.au) or the [NDIS Commission](#).
- Our staff member will support you in making your complaint. You can seek support from family or someone you trust to help you make the complaint.



### Interpreting



- If you need translating or interpreting services, you can contact:
- Translating and Interpreting Service  
131 450 or TTY 133 677.
- National Relay Service and ask for  
1800 035 544.

### 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](#).