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How To Use This Document



- This document provides short, clear text. Images and symbols help to explain certain parts.
- Important words are in **bold green** text. They will appear thicker, darker, and **green** in colour.
- You can ask for help to understand this document.

What is a complaint?



A complaint is when a someone says they are **unhappy** with something that is happening.

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.

Making a complaint about Autism Queensland (AQ)

AQ 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.



You have the right to be **supported** by a friend, advocate, interpreter or community elder.



You have the right to **ask questions** about the complaint.



You have the **right to feel safe** making a complaint.

How to make a complaint to AQ



We welcome **all feedback**, positive and negative.

You can submit a complaint **anonymously**. This means you do not have to provide your name or personal details.



Call us on (07) 3273 0000,

Monday to Friday from 8.30am to 4.30pm.

Write to us:

Autism Queensland, PO Box 354, Sunnybank Qld 4109



Email us at feedback@autismqld.com.au



Submit via our website <https://autismqld.com.au/page/feedback>

How to make a complaint to the NDIS Commission

If your complaint is about an AQ service that you **paid for with NDIS funding**, you can also complain to the NDIS Commission.

The **NDIS Commission** encourages you to share any concerns or complaints about **NDIS services or supports** you receive from Autism Queensland.



You can **share your concerns** directly with Autism Queensland as outlined above or you can contact the NDIS Commission via their website www.ndiscommission.gov.au or phone 1800 035 544

If you have concerns or complaints about your **NDIS plan** you can also contact NDIS www.ndis.gov.au or the NDIS Commission.



Your complaint **will not affect** your NDIS Plan or funding.

What happens after I make a complaint?



We will let you know **within 48 hours** that your complaint has been received.

You will be contacted after **5, 14 and 30 business days** to let you know what is happening with your complaint.



You will be provided with **clear information** about the progress of your complaint and the possible outcomes.

Seeking help

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



Try writing down **what happened**, or **telling somebody** who can write it down for you, to help you remember it clearly.



Talk to someone you who you **know** and **trust** such as a family member, support person or AQ staff member.

You can ask that person to **help you** to make the complaint.

You can also ask for **help and support** from an independent advocate.



An **independent advocate** is someone who can speak, act, or write on your behalf. Their job is to make sure you have choice and control over decisions in your life.



You can search for an independent advocate via **askizzy.org.au**



If you need **translating** or **interpreting** services, you can contact:

- Translating and Interpreting Service 131 450 or TTY 33 677
- The **National Relay Service** on 1800 035 544

Further Information

The following policies are available on our **[website](#)**:



- Complaints & Feedback Management Policy (full version)
- Client Service Charter
- Clients Rights Policy
- Privacy Policy

If you have any **questions** about making a complaint, ***please talk to us.***