

Complaints & Feedback Management Policy

(Easy Read)

This document will tell you about:



- How to use this document.
- What is a complaint?
- Making a complaint about Autism Queensland (AQ).
- How to make a complaint to AQ.
- How to make a complaint to the NDIS Commission.
- What happens after making a complaint.
- How to find more support.
- Further Information.

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How To Use This Document:



- This document uses 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 a family member, support person or AQ staff member 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.

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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.

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How to a complaint about Autism Queensland (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.



You can **call** us on **(07) 3273 0000**.

We are available **Monday to Friday** between **8.30am to 4.30pm**.



You can **write** to us:

Autism Queensland, PO Box 354, Sunnybank Qld 4109



You can email us at feedback@autismqld.com.au



Submit via our **website** autismqld.com.au/provide-feedback/

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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 AQ.



You can **share your concerns** directly with AQ as outlined above or you can contact the NDIS Commission via their:

- website: [ndiscommission.gov.au](https://www.ndiscommission.gov.au); or
- phone: 1800 035 544.

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

If you have concerns or complaints about your **NDIS plan** you can also contact NDIS [ndis.gov.au](https://www.ndis.gov.au) or the NDIS Commission.

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

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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.

What if I need more support?

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



- Write down **what happened**, or **tell somebody** who can write it down for you, to help you remember it clearly.



- Talk to someone 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.

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You can 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

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Further Information



These **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.