

HOW TO FILE A COMPLAINT OR GIVE FEEDBACK



This document is to help you Make a **Complaint** or give us **Feedback** regarding any incident or issue that occurs during the delivery of our services, or in connection with our services.



It is okay to complain if you are not happy. Tell us when you are upset about:

- Your supports
- Workers
- Us (**Community Care Foundation**)



You can submit a complaint by phoning **Community Care Foundation** on **(07) 4123 6288** or in writing and sending to 75 Lennox Street, Maryborough QLD 4650 or email hello@communitycarefoundation.org

Include all the details of the complaint including outcomes you would like to see.



You can ask an **advocate** to help you.

An **advocate** is someone who can help speak up for you



Not sure who to help you.

Talk to **our reception team** who will help you find someone.

This can also include translation services.



We will keep what you tell us **private** and confidential. You can choose to stay anonymous if you want to.

complaint.

We will tell you how long it may take to look into it.

Not Happy?

You can tell:

NDIS Quality and Safeguards Commission

Phone: 1800 03 55 44 (This is a free call from landlines)

Or online by visiting their [website](#)

