



**5 CASTLEMAINE STREET
KIRWAN QLD 4817**

A GUIDE TO RAISING AN ISSUE OR A COMPLAINT

Community Connection Incorporated provides a flexible service designed to meet family needs.

We believe that the quality of the service can only be maintained when communication is open and frank. If you have an issue or a complaint, we welcome your input! Remember, we also like to hear when things are going well!

Individuals, their Representatives and employees are valued for their contribution to the growth and development of Community Connection Incorporated. We recognise this, along with the need to have an avenue to reconcile any problems or difficulties that may arise.

The following may be some of the issues that may be raised with us at any time.

- ❖ You want to highlight an issue, make a suggestion or compliment about a situation or event
- ❖ You believe you have been wronged
- ❖ You want to complain about something an individual/their family have done
- ❖ You think a common practice within the organisation should be changed
- ❖ Anything else you wish to raise with us

What can you do about it?

The first step is to approach the person directly to discuss any concerns. If this is difficult for any reason or you have tried to raise it with the person concerned, any of the Management Team will be happy to assist.

A course of action will be implemented as per our Compliments and Complaints Policy and Complaints Procedure to resolve the issue. All complaints will be recorded in the Complaints and Compliments Register at Community Connection Incorporated.

If you feel that the complaint is not resolved after each step of the procedure to your satisfaction, you have a right of redress to the next stage of the procedure. If the raised complaint remains unresolved after this process, there are a number of organisations you could contact who may be able to assist you further. Phone numbers are listed below along with contact numbers for Community Connection personnel.

Individuals/Individuals Representatives

Independent Advocacy in the Tropics.
07 4725 2505

Queensland Aged and Disability Advocacy
1800 818 338

Disability Services Queensland Complaints Office
1800 177 120

NDIS Complaints:
1800 800 110

Employees

Fair Work Australia [Work Condition and Pay Disputes]
1300 799 675

Community Connection Contact Numbers

Management Team	07 4779 6500
Lynne Kendall (Chairperson)	0419 716 800