

Complaints and Compliment Feedback

Broadsound Coastal Care is committed to providing quality Service and welcomes and encourages consumers to provide feedback on the support we provide. At times we may ask you to complete a consumer satisfaction survey. This assists us to better meet your needs and to plan for the future.

If you have a complaint or compliment about a staff member or if you are unhappy with any of the services you receive or if you do not feel comfortable with the Support Worker who visits you, please contact the Office immediately so that the Operational Manager can address the situation and arrange a change of staff if necessary.

Please let us know of any issues that may be affecting you as we are unable to address a matter if we are unaware of the situation. We value your input and appreciate all feedback.

All complaints and feedback are treated in confidence and will not affect the quality of support you receive or any other dealings you have with Broadsound Coastal Care.

Complaints procedure

You are encouraged to raise your complaint with the staff member concerned if you feel comfortable to do so.

If you are not happy to discuss the issue with the staff member or are not satisfied with the outcome you can contact the Operational Manager directly. Remember that you can use an advocate to assist you.

The Operational Manager will liaise with the Broadsound Coastal Care Committee to work to resolve the complaint.

If the issue is not satisfactorily resolved you can submit your complaint in writing to:

Chairperson (*Private & Confidential*)
Broadsound Coastal Community Development Association Inc.
10 Old Bruce Highway
CARMILA QLD 4739

We are happy to assist you with this if you phone the office.

Complaints will be dealt with expediently, fairly and without retribution. Any consumer has the right to refuse service without fear of discrimination or retribution. Service delivery can be resumed following request an assessment of need by Operational Manager depending upon availability of financial resources.

- Defendant will be informed of allegations against them.
- Defendant will be given the opportunity to respond.
- Decisions will be fair and without bias.
- Defendant will be informed of outcome.

Broadsound Coastal Care has a commitment to resolving complaints within 21 days. The time frame may be extended for more serious complaints.

Once your complaint has been finalised someone from Broadsound Coastal Care will be in touch to make sure you still feel comfortable to access support and to ask for your feedback on the complaint process.

If you are unhappy with the Broadsound Coastal Community Development Association Inc. Committee's decision you may wish to contact someone outside the area of Broadsound Coastal Care such as one of the advocacy and external complaints contacts listed below.

Aged Care Complaints Scheme

Phone Toll Free: 1800 550 552

Department of Veterans Affairs – DVA Consumers

Phone Toll Free: 1800 555 254 for Veterans or Widow/Widowers

Department of Communities, Child Safety & Disability Services

Phone Toll Free: 1800 177 120

APPEALS

Consumers have the right to appeal to the Operational Manager regarding the services received. Broadsound Coastal Care has an appeals process which is outlined in the complaints section above.

ADVOCACY

You have a right to use an advocate of your choice to negotiate on your behalf with Broadsound Coastal Care. A list of advocacy services is provided on the next page. We can help you contact a service if you like.

What is an Advocate?

An advocate is a person who, with your authority represents your interests. A consumer may appoint a relative, neighbour, friend or someone from an Advocacy agency to write or speak on their behalf. This person may be changed as nominated by the consumer. Advocates may be used during assessments, reviews, and complaints or for any other communication between you and Broadsound Coastal Care.

Appointing an Advocate

If you wish to appoint an advocate let us know in writing, the name of the person you wish to be your advocate. You can use the form - Authority to Act as an Advocate. You can change your advocate at any time using the Authority to Act as an Advocate form.

Guidelines for Advocates

Guidelines for advocates are included with the Authority to Act as an Advocate form for you to pass on to your advocate.

Advocacy And External Complaints Contacts

Advocacy and external complaints contacts available to consumers include:

QAI (Queensland Advocacy Incorporated)

Phone: 1300 130 582 or Phone: 07 3844 4200

QADA (Queensland Aged & Disability Advocacy)

Phone Toll Free: 1800 818 338 or Phone: 07 3637 6000

Broadsound Coastal Care



Compliment & Complaint Form

Your feedback is welcomed

Date: _____
Name: _____ **Contact Number:** _____
(optional) *(optional)*

SECTION A - Compliment/Commendation

If you feel you have received a special level of service from the organisation or a Staff member. Please complete the section below outlining your Compliments or Commendation.

My Comment is: _____

SECTION B - Complaint

The quickest way to fix a problem is to make sure the right person knows of your concern. Please complete the section below detailing any complaints or problems you have.

SECTION C - (Administration Use Only)

Date Received: _____ Response Date: _____

Was the complaint investigated? Yes No

Outcome: _____

Signature of Operational Manager : _____ *Date:* _____

Has the complainant been advised on the outcome? Yes No N/A

Complainants response: _____

If a compliment have relevant staff been informed? Yes No

SECTION D - (Administration Use Only)

Do protocols need amending? Yes No

Recommendations: _____

Actions: _____

