

Complaints

This resource has been developed to help everyone understand the complaints process and their right to make a complaint.

What is a complaint?

A complaint is when a problem is happening, and someone says that they are unhappy.

- 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.



Your rights:

We will make sure that:

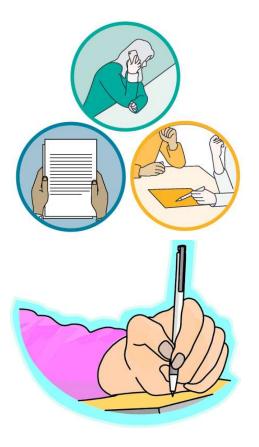
- we **listen** to all complaints and treat them all **fairly**;
- we handle complaints quickly;
- you are given help if you need it when making the complaint and after making a complaint;
- complaints are fixed if they can be;
- you feel safe to ask questions about the complaint;
- you feel safe to make a complaint and are not made to feel upset by others.





You have the right for your complaint to be treated equally to all other complaints no matter:

- who you are;
- where you live;
- whether you are a man or a woman;
- what job you have;
- what language you speak;
- whether you have a disability;
- what your religion is;
- whether you are rich or poor.



When you make a complaint Talk Health Therapy will make sure that:

• what you say is being kept a **secret**.

How to make a complaint

- write down what has happened so that you can remember clearly;
- write down as much as you can remember to help with the complaint.



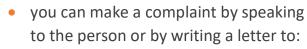


Seeking help

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

- you can talk to one of our staff members who you know and trust;
- you can talk to someone you can trust such as a family member;
- you can ask that person to help you to make the complaint if you don't feel happy making the complaint yourself.

Who to make a complaint to:



- the staff member you were with at the time;
- the boss of that staff member;
- Talk Health Therapy's
 Compliance Manager
- the boss of the organisation.
- you can write a complaint and send it to Talk Health Therapy Compliance Manager 11, 59 Brisbane Road Redbank QLD 4301
- you can ring up and make a complaint on (07) 2111 6983
- if you don't want them to know who made the complaint you can make a secret complaint by not including your name and address.









Managing complaints

- The staff member will repeat the complaint back to you to make sure that they **understand** your complaint.
- They will tell you what they will do to fix the problem and tell you how long it will take;
- They will **apologise** when things have gone wrong.



Review

- We will often check to see if our complaints process is working. We might ask you to tell us if you found it easy or hard.
- It is important that you know how to make a complaint and who to talk to you if are unhappy. If you need more help with who to talk to about a complaint, please ask one of our staff.