



## CLIENT COMPLAINT PROCESS

### Raising Concerns and Providing Feedback

Centacare: Catholic Diocese of Rockhampton welcomes the opportunity to improve their service delivery and continually strives to excel in the care provided to service users. One way in which we can gain information on how to improve our service is to seek feedback from our services users.

If at any time you wish to provide us with feedback, suggestions, or raise concerns, we would encourage you to use the Informal Complaints/Feedback form contained in this package. All feedback is welcomed and important to our continuous improvement. You can submit the form without your name if you wish to remain anonymous, or, should you require a response to your comments you can provide your details in the space provided. All feedback received is recorded in our feedback register and used to identify areas of improvement.

### Complaints

Should you have a more serious concern or complaint to address, you will need to fill in the Formal Complaint Form contained in this package. You are entitled to make, without fear of reprisal, any complaints about the provision of your service and we are obliged to attempt to resolve any issues.

#### Step 1

As a first step in making a formal complaint, we would encourage you to approach the staff member involved and address the concern with them directly. If the issue is not resolved to your satisfaction through direct discussion with the staff member, then we would encourage you to fill in the Formal Complaint Form. Your complaint will then be referred to the Centre Manager/Site Coordinator for investigation of the matter.

#### Step 2

The Centre Manager/Site Coordinator will call a meeting (if required) with the staff member, you and your representative. At this meeting we can discuss the complaint and attempt to resolve it to everyone's satisfaction. We would encourage you to have your support person and/or advocate with you if that is your preference.

#### Step 3

If the issue is resolved at this meeting, the coordinator will document the process and make sure all parties are formally aware of the outcome. Should the complaint remain unresolved after this meeting, you will then be referred to our Unresolved Complaints process.

#### Step 4

If you are not comfortable with this process, or are not satisfied with the outcome, then you and/or your representative may take the complaint to the:

Diocesan Director  
Centacare: Catholic Diocese of Rockhampton  
PO Box 819  
ROCKHAMPTON Qld 4700  
Phone: (07) 4937 4100





**Alternatively you may contact any of the following:**

The Queensland Aged and Disability Advocacy Inc.  
121 Copperfiled Street  
GEEBUNG Qld 4034  
Phone: (07) 3260 6755  
Toll free: 1800 818 338

Dispute Resolution Centre  
Mediation Services  
46 East Street,  
ROCKHAMPTON Qld 4700  
Phone: (07) 4938 4249

Complaints and Prevention Unit  
GPO Box 806,  
Brisbane Qld 4001  
Phone: 3224 7179 or 1800 177 120\* (freecall)  
Email: [complain@disability.qld.gov.au](mailto:complain@disability.qld.gov.au)

Disability Services Queensland  
PO Box 8205  
Allenstown, QLD 4700  
Phone: (07) 4938 6000

