



Positive Feedback and Compliments

Have you received excellent service from us?

Is there a staff member you would like to have acknowledged for their support?

Send us a compliment.

Receiving positive feedback helps us understand what we are doing well or acknowledge a staff member for their service provided.



Negative Feedback, Suggestions and Concerns

Do you have a suggestion on how we deliver our service? Can we do something better?

We would love to hear your thoughts and ideas.

Our clients are the best people to get ideas from because you are the ones we are for.

Providing us with critique, raising concerns with us or giving us feedback will help understand the needs of our clients and assist us greatly to provide the best possible service.



Appeals

You have the right to appeal a decision made by us. This includes the outcome of a previously lodged complaint.

To ensure a fair and impartial process, the appeal will be reviewed the Chief Executive Officer.

Once the appeal has been reviewed, you will be notified of the outcome.

If you are unhappy with the outcome of your appeal, you have the right to escalate the matter to an external agency or dispute resolution service, as appropriate.



Southern Cross
SUPPORT SERVICES



Southern Cross
SUPPORT SERVICES

We are a Registered NDIS Provider

Contact us



Head Office

Shop 12, 9 Maryborough Street,
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**FEEDBACK,
CONCERNS AND
COMPLAINTS
STATEMENT**

Purpose, Belonging & Security



Complaints

A complaint is telling someone that you are not happy with something about your service and it needs immediate action.

When you make a complaint, our staff will follow a formal process to work with you to try to fix the problem and improve the service.

It's important to know that we will action complaints in a fair and agreeable manner.

If you decide to make a complaint, we will treat your complaint confidentially (private) and treat you with dignity and respect.

We will not pass on information about your complaint unless you give your permission or required by law.

It's okay to complain about your support or service if you have a problem or concern about them.

What can you complain about?

- You feel frightened, unsafe or concerned about the supports and services you receive.
- You think your service or support worker is not treating you fairly or they are being mean to you.
- You have other problems with your support worker/s or the services you are receiving.
- Your service or support provider is not listening to you.
- Someone tells someone else your private information without you saying it's okay.

Most problems can be fixed by us unless it is something out of our control. We do this by helping you to:

- Understand what made you unhappy.
- Give you information about why something happened.
- Take action to change the way services are provided.

How can you make a complaint?

You can contact us to talk about your concerns first. Sometimes we can help to fix the problem without you having to do anything more.

We will ask you about what has made you unhappy, who is involved, what you want to happen and some questions about you.

We may even ask you how you think the problem could be fixed in a way that does not make you unhappy anymore.

If you feel your issue is not fixed?

- Fill out the Feedback, Concerns and Complaints Form ([available on our website](#)); or write a letter or email

We will read and deal with your complaint as quickly as possible.

We will let you know what happens after your complaint has been received.

You are welcome to ask questions anytime during this process.

If we cannot help you with your complaint or you are unhappy with the outcome, you can contact external agencies:

Department of Communities Child Safety and Disability Services

☎ 1800 080 464

Queensland Ombudsman

☎ 1800 068 908

Disability Discrimination Commissioner

☎ 1800 620 241

Office of Adult Guardian

☎ 1300 653 187

Queensland Police Service

☎ 131 444

NDIS Quality and Safeguards Commission

☎ 1800 035 544

"Contact us to talk"

Contact us on 4153 5887
or Drop by the office
or Email admin@scss.org.au



☎ **1300 7277 01**
(1300 SCSS 01)

"Making a complaint can lead to better services for everyone, and can be a way to sort out issues quickly."

