

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.

Suggestions

Do you have a suggestion on how we deliver our service?

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 here for.

Providing us with 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 SCSS. 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.

How to lodge compliments, suggestions, complaints and appeals.

In person

Bundaberg: Shop 12, 9 Maryborough Street, Bundaberg QLD 4670

Fraser Coast: 168A Boat Harbour Drive Pialba, Hervey Bay QLD 4655

Rockhampton: 3/49 William Street, Rockhampton City QLD 4701

Post

PO Box 446, Bundaberg QLD 4670

Phone

07 4153 5887

Fax

07 4153 1158

Email

quality@scss.org.au

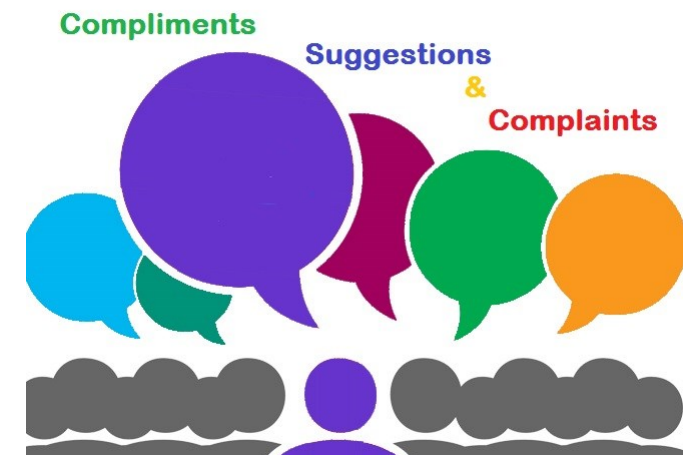
Website

www.scss.org.au



Southern Cross
SUPPORT SERVICES

Compliments
Suggestions
Complaints
Appeals





A complaint is telling someone that you are not happy with something about your service.

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

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

If you decide to make a complaint to SCSS, 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?

You can:

- ◆ fill out a Complaint Form; 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.

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

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

