

Complaints & Feedback



We want you to tell us what you think about our services. We know the best way for us to improve our services is to receive feedback from you.

You can:

- make a complaint or provide feedback at any time.
- be listened to respectfully and have your complaint kept private.
- have your complaint responded to fairly and quickly.
- give feedback on what is working well or what could be improved.
- be informed of what has happened with your feedback.
- have an independent advocate or support person involved.
- be safeguarded from any negative consequences should you make a complaint.

We will review all feedback and complaints to evaluate the quality of our services, identify what is and what is not working well, and consider how we can improve our services.

How can you make a complaint or provide us with feedback?

You can raise a complaint, compliment, or give feedback directly to a worker or manager. You can talk to someone else you trust like a support coordinator or independent advocate who can pass this information to us.

Complaints and feedback can be provided by:

Calling Us		(07) 3708 1060
Emailing Us		team@firstcallhomeservices.com.au
Online		www.firstcallhomeservices.com.au
Completing this Form and posting It		PO Box 610, Coorparoo, Qld, 4151

If you are unhappy with the way we have managed a complaint or feedback, you can lodge a concern with our Managing Director or the [National Disability Insurance Commission](#).

Supporting Information

Please attach copies of any documentation that may help us to investigate your complaint/feedback (for example letters, references, emails).

What outcomes are you seeking as a result of the complaint/feedback?

Once complete, please return your Form to us by:

Emailing it	team@collinsgregory.com.au
Posting it	PO Box 610, Coorparoo, Qld, 4151

If you have any questions, please contact a member of our team by calling (07) 3708 1060.

OFFICE USE ONLY

Complaint received by	
Date received	
Has the Managing Director been notified?	
Action taken or required	
Date action completed	
Signature	