



## MAKING A COMPLAINT

### Your Right to Complain

- You can complain if you have a problem about the way we help you or about one of the people at Focal Extended Inc.
- We want you to tell us if you have a problem so we can try to fix it
- You will not get into trouble if you complain
- When you complain we write it down
- When you complain we must keep it private and confidential
- When you complain you can have anyone you like to help you

### How can I make a complaint?

- You may make a complaint in person, over the phone or in writing to any staff member or committee member of Focal Extended Inc.
- You must give your name but your complaint will be kept **confidential**, **treated seriously** and with **respect**.

### What happens after you make a complaint?

- The person handling the complaint (usually the Service Coordinator) will explain what happens next so that you will always understand what is happening
- We will try to sort out the problem as quickly as we can
- We will speak with you about your complaint and what you would like as an outcome
- If your complaint is very serious we might have to tell the Police or other people in authority
- If you are not happy with the outcome you can take your complaint to Disability Services Queensland Phone: 1800 177 120



**Focal Extended Inc.**

**ABN 67 343 639 607**