



inc. OSTEOPOROSIS QUEENSLAND

## **Complaints and Compliments: Information for Consumers**

A complaint (or compliment) is a verbal or written expression of dissatisfaction (or satisfaction) with any aspect of Arthritis Queensland. People are encouraged to provide feedback about our organisation as that way, we can learn from and improve our service.

### **The service user can expect**

- To provide feedback at any time and through any format (although we do have a form which you can complete which is on the back of this page if you would like that)
- Arthritis Queensland to handle your feedback in a respectful, dignified, timely, and confidential manner
- That Arthritis Queensland will provide relevant support for you whilst we are handling your feedback. That might be in the form of an interpreter or your choice of a support person
- That Arthritis Queensland provides a process where everyone involved in a complaint is given a fair hearing
- That there is an appeals process.
- Access at any time to the Arthritis Queensland Complaints and Compliments Policy and Procedure, which is available on request.

The service user is also expected to provide information about the complaint/compliment which is factual and objective and to work positively with Arthritis Queensland to resolve any issues and to communicate what should be done to resolve the complaint/compliment.

### **How a compliment or complaint is lodged**

A compliment or complaint can be lodged verbally or in written form to any staff member (not volunteer) of the organisation.

### **Process**

1. A designated Arthritis Queensland staff member is appointed to investigate the complaint or to receive the compliment
2. Records are kept of the investigations and a monthly report of compliments and complaints is submitted to the Arthritis Queensland Board. Arthritis Queensland also keeps a register of complaints and compliments.
3. All parties to the complaint are informed that it is active and are provided with timely verbal or written reports of the progress of the investigation and any decisions which are made
4. A written report of outcomes will be shared with all parties to the complaint
5. If the complaint is not resolved at operational level or if any of the parties disagree with the outcomes, the matter can be referred for handling to the Arthritis Queensland Board. If the complaint is of a serious nature and it is appropriate that it is handled by an external party e.g. a consultant, the police, then that decision will be made and the matter will be referred.

If there are any further enquiries, do not hesitate to call Helene Frayne, CEO of Arthritis Queensland on 07 3857 4200.



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## Feedback Form

Arthritis Queensland invites you to provide feedback on any aspect of our service on this form, or in any other way e.g. by phone or letter.

**Name:** ..... **Date:** .....

**Email address:** ..... **Contact Phone:** .....

**Compliment/Complaint** (Circle appropriate)

**Description of Compliment/ Complaint** (Include relevant dates and suggested actions)

**Signature:** .....