

# Contact:

(07) 3372 1711 | [Complaints@ich.org.au](mailto:Complaints@ich.org.au)  
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[www.ich.org.au](http://www.ich.org.au)



*If you have a hearing, speech or communication  
impairment, phone the National Relay Service 13 36 77.*



# Feedback & Complaints



# Give Us Your Feedback



**Inala Community House (ICH) welcomes all feedback from clients and other stakeholders. We also want to hear if you have problems with the service. We use both feedback and complaints to improve the quality of our services.**

## Types of Feedback



**Complaint:** Where you are unhappy with the service and would like us to try and find a solution to the problem.



**Negative Feedback:** Let us know what haven't worked well.



**Good News Story:** How we helped you?



**Suggestions:** How can we improve?



**Positive Feedback:** What's working well?

### Who can give feedback?

Anyone can give feedback or make a complaint including clients, families, advocates or others.

### Can someone help me give feedback?

You can choose a person to support you with your complaint or feedback. This person can be a friend, family member, staff member or an advocate from another organisation.

### Ways to help us improve

- Discuss the issue or suggestion with a staff member or a member of the management team
- Complete a Feedback and Complaints form
- Phone calls, letters and emails are all welcome.

### What will happen?

ICH is committed to resolving complaints in an ethical, confidential, timely, transparent and fair way.

We view feedback as a positive opportunity to improve the quality of our services and operations, and to strengthen relationships with our customers and with our community.

Complaints are treated confidentially. Only the people who need to help find a resolution will be involved. Our Management Team ensures the processes are followed in an appropriate and timely manner.

### How long will it take to resolve a complaint?

The target will be to acknowledge a complaint within 5 business days and communicate a timely resolution within 20 business days (subject to the complexity of the complaint).

### What happen if I don't agree with the resolution?

If you don't agree, you can appeal the decision in writing (including by email). This will be reviewed by a member of the Senior Management team or the Board of Directors where appropriate.

### Where else can I get help?

Whilst we would always prefer to resolve your complaint directly, you are also able to make a complaint to any of the following outside agencies:

For human rights concerns, **Queensland Human Rights Commission:** GPO Box 5218, Sydney NSW 2001 | 1300 656 419 | [www.humanrights.gov.au/complaints/make-complaint](http://www.humanrights.gov.au/complaints/make-complaint)

For NDIS, **NDIS Quality and Safeguards Commission:** 1800 035 544 | [www.ndiscommission.gov.au/about/complaints](http://www.ndiscommission.gov.au/about/complaints)

For Community Support Program, **Department of Communities, Housing and Digital Economy:** GPO Box 806, Brisbane Qld 4001 | 13 QGOV (13 74 68) | [www.chde.qld.gov.au/contact/complaints-compliments](http://www.chde.qld.gov.au/contact/complaints-compliments)

For SkyLarkers and Acacia Ridge Centres, **Department of Seniors, Disability Services and Aboriginal and Torres Strait Islander Partnerships:** GPO Box 806, Brisbane Qld 4001 | 1800 491 467 or email: [feedback@dstdsatsip.qld.gov.au](mailto:feedback@dstdsatsip.qld.gov.au) | [www.dstdsatsip.qld.gov.au/contact-us/compliments-complaints](http://www.dstdsatsip.qld.gov.au/contact-us/compliments-complaints)

For matters relating to privacy, **Office of the Australian Information Commissioner:** [www.oaic.gov.au/privacy/privacy-complaints](http://www.oaic.gov.au/privacy/privacy-complaints)

For Family Intervention Service or ICH Out of Home Care, **Department of Children, Youth Justice and Multicultural Affairs:** 1800 080 464 or email: [feedback@cyjma.qld.gov.au](mailto:feedback@cyjma.qld.gov.au) | Locked Bag 3405, Brisbane Qld 4001 | [www.cyjma.qld.gov.au/contact-us/compliments-complaints](http://www.cyjma.qld.gov.au/contact-us/compliments-complaints)

For Settlement Engagement and Transition Support, **Department of Social Services – DSS Feedback:** GPO Box 9820, Canberra ACT, 2601 | 1800 634 035 | [complaints@dss.gov.au](mailto:complaints@dss.gov.au) | [www.dss.gov.au/contact/feedback-compliments-complaints-and-enquiries/complaints-page](http://www.dss.gov.au/contact/feedback-compliments-complaints-and-enquiries/complaints-page)

For My Place Family Day Care, **Metropolitan Region Early Childhood Education and Care Department of Education:** [metrocity.eccec@qed.qld.gov.au](mailto:metrocity.eccec@qed.qld.gov.au) | 07 3028 8064 | Level 2 Block A • Garden Square • 643 Kessels Road, Upper Mount Gravatt QLD 4122 | Private Mail Bag 250, Mansfield DC QLD 4122