

# Do you want to tell us about your service and what could be better?



	<p>A compliment is telling us about something good.</p> <ul style="list-style-type: none"> <li>• We would like to hear about the things that are going well.</li> </ul>
	<p>A complaint is telling us about something you do not like or are not happy with.</p> <ul style="list-style-type: none"> <li>• If you are unhappy we want to know.</li> </ul>
	<p>You can talk to Assist Community Services staff at any time about what is wrong or making you unhappy.</p> <p>They will listen to you and decide what they can do to help.</p>
	<p>If you do not feel you can tell us yourself, you should ask someone to help.</p> <p>You could ask:</p> <ul style="list-style-type: none"> <li>• A member of your family</li> <li>• Your care manager</li> <li>• Your advocate</li> </ul> <p><b>If you are still not happy you can make a complaint.</b></p>

(Page continued)



Assist Community Services

20/184 Vickers Road North Condon Qld 4815  
 Tel: 0448 885 165 | Email: [admin@assistcommunity.com.au](mailto:admin@assistcommunity.com.au)  
[www.assistcommunity.com.au](http://www.assistcommunity.com.au)  
 SD\_WP\_2007\_Complaints Pictorial\_v1



### How do I make a complaint?

You should write to the Complaints Receiving Officer using the complaints form.

This is Aalden Pennington - who is the Manager.

### Someone can help you to do this

Aalden Pennington  
Assist Community Services  
20/184 Vickers Road North  
Condon Qld 4815

email to: [aalden@assistcommunity.com.au](mailto:aalden@assistcommunity.com.au)  
or call: 0448 885 165



Aalden will write to you no later than 2 working days after your letter has been received to tell you who will look into your complaint and how long it will take.

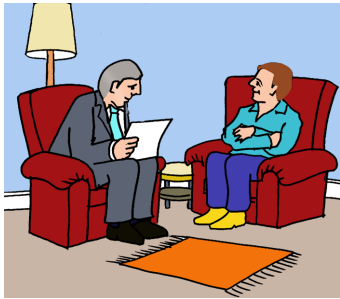


(Page continued)



Assist Community Services

20/184 Vickers Road North Condon Qld 4815  
Tel: 0448 885 165 | Email: [admin@assistcommunity.com.au](mailto:admin@assistcommunity.com.au)  
[www.assistcommunity.com.au](http://www.assistcommunity.com.au)  
SD\_WP\_2007\_Complaints Pictorial\_v1



Aalden will meet with you to talk about the complaint and what you would like us to do to make things better. Aalden might ask someone else to talk to you. This may be an independent person called an Investigating Officer.

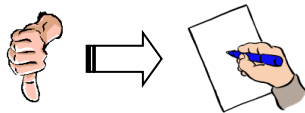
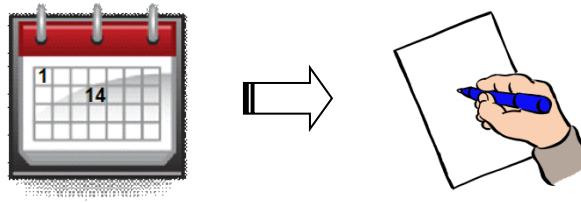
**You can ask a member of your family, friend or your care manager to support you with this.**

The Investigating Officer will then decide what they can do to help you.

If things are very complicated, Aalden might also approach someone to keep in touch with you about this whole process so that you don't have to talk to too many people – this person is called the Single Point of Contact.



Aalden will write to you again no later than **20 working days** of his first letter. He will tell you what will be done about your complaint.



### **What if I'm still not happy?**

If you want to you can complain at any time to other people outside of Assist Community Services. Please see the external organisations listed in our Complaints and Feedback and Advocacy policies.

