

Complaints

How to make a complaint at Able Australia



Easy to read

This brochure is in easy English.

Aged Care Queensland

What is a complaint?



A complaint is where you have a problem that you want to get fixed. You tell someone about the problem.



It might be a problem with:

- The Able Australia service you go to
- Someone at your Able Australia service
- Something else about Able Australia.

If you or other clients are unhappy you can make a complaint.

A complaint is not a crime. A crime is when somebody does something wrong that is against the law.

Who can you complain to?

Your Team Leader / Co-ordinator

Name:

Phone:

Email:

Your Service Manager

Name:

Phone:

Email:

Your National Manager

Name:

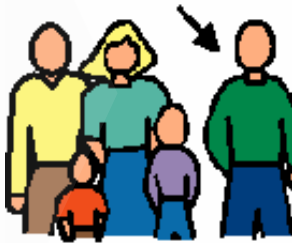
Phone:

Email:

**Get the complaint form from our website:
www.ableaustralia.org.au/feedback**



At any time you can ask someone to help you make a complaint. You can ask:



Someone from your family

A friend

A staff member

Are you still unhappy?

You can talk to



Your Able Complaints Representative

Phone: 1300 225 369

Email: info@ableaustralia.org.au

Able Australia Chief Executive Officer

Kate MacRae

Phone: 1300 225 369



Australian Government

Aged Care Quality and Safety Commission

Aged Care Quality and Safety Commission

Phone: 1800 951 822

Email: audit.feedback@agedcarequality.gov.au



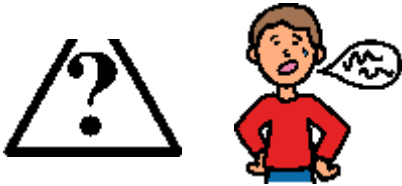
ADA Australia

Phone: 1800 818 338

Phone: 07 3637 6000

Email: info@adaaustralia.com.au

How do you make a complaint?



- Talk to the person
- Write a note to the person
- Ask someone you know to tell the person
- Make a phone call
- Send a fax
- Send an email



If your complaint is not fixed, talk to someone else.

You should not be treated unfairly.

For more information about complaints please contact Able Australia, phone 1300 225 369.

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