

Our service is committed to providing high quality care and services and meeting your needs.

We value your feedback - including complaints.

We view complaints as an opportunity to improve our services.

We appreciate you taking time to let us know what you think we do well and where we can improve our services.

**We want to hear from you about how we're doing.**

**Let's talk.**



Burnie Brae Ltd.  
60 Kuran Street  
Chermside, Q 4032

ABN:39 206 062 402  
ACN: 609 476 637

Contact Details

P: 3624 2100 F: 3624 2160

E: [enquiries@burniebrae.org.au](mailto:enquiries@burniebrae.org.au)

[www.burniebrae.org.au](http://www.burniebrae.org.au)

Compliments and  
Complaints Information  
Disability Services

**Help us  
improve  
our service**



If you have a concern, chances are that you are not alone.

Your feedback could make us aware of problems that we don't know about. So, we want to hear from you.

### **Let's talk**

Please discuss any concerns or questions you have about the quality of care provided by our service.

We take all feedback seriously and want to understand how we can best deliver services to you.

You are welcome to speak to our staff if you have any issues you wish to raise.

We also welcome feedback via email and phone. You can also use the *Compliments and Complaints Form* available on our website [www.burniebrae.org.au](http://www.burniebrae.org.au)

### **What to expect**

If you have a complaint, we will respond to it promptly and sensitively. We will treat your complaint in confidence and respect your privacy.

You can help us by providing as much relevant information as possible.

We aim to address your concerns as quickly as possible. Where appropriate, we will investigate your complaint to understand what happened and why and to find ways to prevent it from happening again.

We will keep you informed about the progress of your complaint along the way.

### **What we will do**

We will work with you to assess how best to resolve your complaint. Please consider the outcome you would like and we will strive to provide it.

### **Improving our service**

Compliments and complaints are discussed at staff meetings. We work together to find ways to improve our service and keep staff informed of what has happened.

### **External complaint mechanisms**

If you do not feel comfortable raising a complaint directly with us or continue to be dissatisfied after raising your concern with us, assistance is available.

You have the right to lodge a complaint about the service you have received. You may wish to do this in writing, by telephone or in person. If you wish, you can involve an advocate.

An advocate can be a family member or a friend, or an agency such as:

[Queensland Aged and Disability Advocacy Inc \(QADA\)](#) PH: 1800 818 338

QADA is a free and confidential service promoting and advocating for your rights.

In the first instance, we invite you to please direct your complaint to us – we always strive to work with you as a team and fix the issue together.

However, if your complaint is not resolved to your satisfaction, you may wish to have the complaint dealt with by the:

[Central Complaints and Review Unit](#)  
PH: (07) 3224 7179 or 137468  
or email [complain@disability.qld.gov.au](mailto:complain@disability.qld.gov.au)