



# PROVIDING FEEDBACK

at Burnie Brae



Burnie Brae Ltd  
60 Kuran Street, Chermside QLD 4032

P. (07) 3624 2121

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

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



*Your life, your choice, your care*



# YOUR FEEDBACK

At Burnie Brae we are always looking for ways to improve our services and your feedback helps us to do this. We also love hearing positive stories and compliments!

Ways to provide feedback:



## THIS FORM

Complete this form and return it to Burnie Brae in person or via mail.



## CALL US

Voice your feedback by calling (07) 3624 2121.



## ONLINE

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



## EMAIL US

Email your feedback to: [enquiries@burniebrae.org.au](mailto:enquiries@burniebrae.org.au)

If we are unable to resolve your complaint, or you would like to take your complaint further, the following agencies are available to assist:

### Aged Care Quality & Safety Commission

1800 951 822 (free call)

[www.agedcarequality.gov.au/making-complaint](http://www.agedcarequality.gov.au/making-complaint)

### NDIS Quality & Safety Commission

1800 035 544

<https://www.ndiscommission.gov.au/about/complaints>

### Aged & Disability Advocacy Australia

(07) 3637 6000 or 1800 818 338

[www.adaaustralia.com.au](http://www.adaaustralia.com.au)

### Queensland Government

13QGOV (13 74 68)

[www.complaints.services.qld.gov.au](http://www.complaints.services.qld.gov.au)

### Queensland Human Rights Commission

1300 130 670

[www.qhrc.qld.gov.au/complaints/make-a-complaint](http://www.qhrc.qld.gov.au/complaints/make-a-complaint)

### Office of the Australian Information Commission

1300 363 992

[www.oaic.gov.au/privacy/privacy-complaints/enquiries@oaic.gov.au](http://www.oaic.gov.au/privacy/privacy-complaints/enquiries@oaic.gov.au)

FEEDBACK TYPE  positive  negative

NAME: \_\_\_\_\_

DATE: \_\_\_\_\_ PHONE: \_\_\_\_\_

EMAIL: \_\_\_\_\_

YOUR FEEDBACK: \_\_\_\_\_  
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Your feedback, both positive and negative, is valued. Once received, your feedback will be reviewed and investigated in order to address any concerns you have raised.