

Don't wish to contact us?

Department of Communities, Disability Services and Seniors have a complaints system that you can use if you are uncomfortable talking to us about your complaint.

Please contact 1800 491 467 or see over for more contacts.



Mackay Advocacy

22 Nelson Street
PO Box 174
MACKAY QLD 4740

Phone: 07 4957 8710
PO Box 174
Mackay Qld 4740
Email:

admin@mackayadvocacy.com.au

Department of Communities, Disability Services and Seniors



Email:
feedback@communities.qld.gov.au

Phone: 1800 491 467 (free call)

Mail: Complaints Unit
Department of Communities, Disability Services and Seniors
GPO Box 806, Brisbane Qld 4001

<http://www.communities.qld.gov.au>

North and Far North Qld Region

Level 2, WMP1,
5B Sheridan Street
PO Box 7422
Cairns Qld 4870

Mackay Advocacy Inc

How To Make A Complaint

About how we work with you..



Phone: 4957 8710



Unhappy with us?

If you are not satisfied with the way in which our advocates work with you on your issues, or perhaps with the way in which the organisation is functioning, you can make a complaint .

This will not affect the work we do with you now or in the future. It will also help us offer better advocacy assistance and make our organisation stronger.



If you don't feel happy, speak up and we will listen to you.

5 Easy Steps:

Step 1:

Tell us about your complaint. You can phone us, talk to us or write us a letter. You can also ask an advocate or a friend to do this for you.

Step 2:

Complete Complaint form and return to Mackay Advocacy. You can return to the Manager, your choice of Advocate or Business Coordinator.

Step 3:

The Manger, Advocate or Business Coordinator will contact you within the next 48 hours to acknowledge your received complaint and try to resolve with you or your chosen support person.

Step 4:

If you are still unhappy, our President will ask the Grievance Committee to meet with you within the next 48 hours.

Step 5:

If the problem is not resolved, a complaint can be made to the Department of Communities, Disability Services and Seniors. Contact Information is on the reverse of this pamphlet.

We will always try very hard to resolve your complaint as quickly and as comfortably as possible.

We like to see you smiling!



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