

Feedback or Complaint Form



QuAC



queensland**positive**people

Your feedback on the performance of this organisation is welcome and appreciated.

Please use this form to provide your feedback and suggestions or to register a complaint/grievance regarding QuAC or QPP.

For complaints and grievances, at Stage One you approach the respondent directly to discuss the matter. You are not required to fill-in the form, however you might like to use it to prepare your thoughts beforehand.

If you feel you are unable to approach the respondent directly, or if you have already done so without satisfaction, you may move to Stage Two by approaching the respondent's supervisor for assistance. If you have not reached satisfaction at Stage Two, you move on to Stage Three by directing your concerns to the General Manager or QPP Convenor Statewide.

At both Stages Two and Three you should provide the details in writing. This form will help to streamline the process and help ensure a speedy resolution. You may attach other pages if you need more room, but please be succinct.

You may choose to provide your feedback, suggestions or complaint/grievance anonymously or you may request not to be identified as the source of the complaint. QuAC and QPP are committed to protecting your confidentiality and to accepting anonymous feedback the same as any other. However, in the case of anonymous complaints or unsigned complaint/grievance forms, our ability to investigate and respond to the matter may be limited.

For more information on our *Feedback and Conflict Management* policies and procedures, please refer to the attached pamphlet or obtain a copy of the full document on the QuAC website www.quac.org.au.

Your Details

Name:

Address:

Phone:

Email:

Please tick the box that best describes your role with the organisation in terms of this matter:

paid staff member

client

board member

volunteer

tenant

member

service provider

other _____

Section A – General Feedback

General Feedback is information about the organisation you wish to provide - either negative or positive - about which you do not necessarily require any action.

I would like to provide the following feedback (please outline brief details of the situation/event. You may also like to provide suggestions for improvement):



Section B - Complaint/Grievance

A complaint or grievance is information about the organisation you wish to provide and about which you seek a resolution.

Name of the QuAC/QPP person to whom the complaint refers (the respondent):

QuAC/QPP role of the respondent:

Have you raised your concerns directly with the respondent (Stage One)? If so, when?

Have you raised your concerns with the respondent's supervisor (Stage Two)? If so, when?

Briefly describe your concerns:

Briefly outline what steps you have taken, if any, to resolve the matter:

What happened as a result of taking this action? Were any agreements reached?

[Empty text area for response]

What outcomes are you still seeking to resolve the matter?

[Empty text area for response]

Signed:

Dated:

Office Use Only

Date received:

Name/Position: (Stage Two/Three)

Date received:

Name/Position: (respondent)