

# Do you have a Concern or Complaint?



## 1 Discuss the matter with the person concerned

Often issues can be easily overcome with a discussion about the matter between yourself and the other person.

*Issue not resolved?*

## 2 Raise the matter with a Program Coordinator or Manager

<b>Inclusion Services</b>	4132 8226
<b>Youth Services</b>	4132 8225
<b>Seniors</b>	4132 8224
<b>Y Fitness</b>	4132 8251
<b>Childcare</b>	4132 8230

(or you can complete a complaint form available from the Community Centre foyer or ask a staff member for the form)

*Issue not resolved?*

## 3 Request an appointment to raise the matter with the Chief Executive Officer

Ph: 07 41328212

*Issue not resolved? Contact any of the following*

People with a Disability Advocacy.....	1800 422 015
National Disability Service Abuse & Neglect Hotline.....	1800 880 052
Communities and Disability Complaints Unit.....	1800 491 467
Queensland Ombudsman .....	1800 068 908
Elder Abuse Awareness Hotline .....	1300 651 192
Office of the Public Guardian.....	1300 653 187
Complaint Resolution and Referral service.....	1800 880 052
NDIS Commision (for complaints).....	1800 800 110

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