



Do you want to tell us about your service and what could be better?



A compliment is telling us about something good

- We would like to hear about the things that are going well



A complaint is telling us about something you do not like or are not happy with

- If you are unhappy we want to know



You can talk to We2care staff at any time about what is wrong or making you unhappy

They will listen to you and decide what they can do to help



If you do not feel you can tell us yourself you should ask someone to help

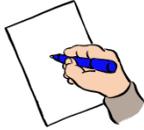
You could ask

- A member of your family
- Your care manager
- Your advocate

If you are still not happy you can make a Complaint



How do I make a Complaint?



You should write to the Complaints Receiving Officer using the complaints form. This is the General Manager

Someone can help you to do this



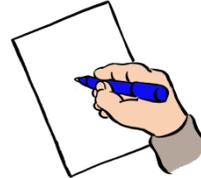
Complaints
We2care
1-3 Patrick St
Aitkenvale
Qld 4814

email to: reception@we2care.com.au

or call: 07 47552 317



Our General Manager or Managing Director will write to you no later than **2** working days after your letter has been received to tell you who will look into your complaint and how long it will take

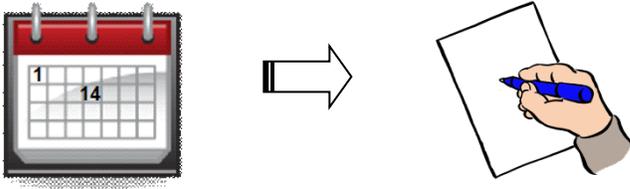


A Manager from We2Care will meet with you to talk about the complaint and what you would like us to do to make things better. This may be an independent person called an Investigating Officer.

You can ask a member of your family, friend or your care manager to support you with this.

The Investigating Officer will then decide what they can do to help you.



| | | | | | | | |
|---|--|------------------------|---------------------|----------------------------------|---------------------|-----------------------------|---------------------|
| | <p>If things are very complicated, Lisa might also approach someone to keep in touch with you about this whole process so that you don't have to talk to too many people – this person is called the Single Point of Contact.</p> | | | | | | |
|  | <p>The General Manager or Managing Director will write to you again no later than 20 working days of the first letter. This will tell you what will be done about your complaint</p>  | | | | | | |
| <p>What if I'm still not happy?</p>  | <p>If you want you can complain at any time to other people outside of We2care. Please see the external organisations.</p> <p>This May include:</p> <table><tr><td>NDIS Commission</td><td>1800 035 544</td></tr><tr><td>Department of Communities</td><td>1800 491 467</td></tr><tr><td>Ombudsman Queensland</td><td>1800 068 908</td></tr></table> | NDIS Commission | 1800 035 544 | Department of Communities | 1800 491 467 | Ombudsman Queensland | 1800 068 908 |
| NDIS Commission | 1800 035 544 | | | | | | |
| Department of Communities | 1800 491 467 | | | | | | |
| Ombudsman Queensland | 1800 068 908 | | | | | | |