

## What can I do if I'm not happy with the response I receive?

The Alzheimer's Association of Qld is committed to continuous improvements in care services, and in doing so we will endeavour to be continually responsive to the needs of the community.

An external complaint would usually only be made after first attempting to deal with your concerns through our internal complaints' mechanism. You may also contact an external agency such as:

- Alzheimer's Association Queensland  
Chief Executive Officer  
Phone: 07 3422 3000  
Email: [qualityci@alzqld.org.au](mailto:qualityci@alzqld.org.au)
- Aged and Disability Advocacy Australia  
Phone: 1800 818 338 (free call)
- Leading Age Services Australia Queensland  
Phone: 1300 111 636
- Department of Veteran Affairs  
Phone: 1800 838 372 (free call)
- Older Persons Advocacy Network (OPAN)  
Phone 1800 700 600  
Interpreter service 131 450
- NDIS  
Phone: 1800 800 110 (free call)
- Aged Care Quality and Safety Commission  
Phone 1800 951 822 (free call)

*Thank you in advance for your feedback.*



# HAVE YOUR SAY

Please help us to continue to improve our services.

We welcome any, and all feedback:

**Suggestions** – to assist with improving our services.

**Compliments** – to help us appreciate the importance of what we do well, encourage and support staff morale and where possible replicate what we do well across our services.

**Complaints** – your concerns help us identify any problems, to understand what is important to our clients and to find a solution.

The **Have Your Say** form is available for use by all clients, family members and visitors to make your comments to AAQ staff. You may include a mixture of suggestions, compliments and/or complaints if you wish to do so. If you need additional space, please attach another sheet of paper.

Complete the form and place it in a secure suggestions box, post it to our address or give it to a staff member.

### How else can I make a suggestion, compliment or complaint?

You may write a letter, discuss the matter over the phone, or arrange a meeting with the Director of Care.

Your comments will be noted and acted upon in a timely manner with a response/ feedback as soon as possible.

### What happens after the form is submitted?

A *suggestion* will be discussed by the team and considered for implementation. If it is a *compliment* it is circulated for attention of staff. If it is a *complaint* the manager will arrange a suitable time to discuss the matter with you to reach an agreed plan of action.

Name: \_\_\_\_\_

Address: \_\_\_\_\_  
\_\_\_\_\_

Phone number: \_\_\_\_\_

Email: \_\_\_\_\_

Preferred method of contact: \_\_\_\_\_

Date: \_\_\_\_\_

## Please have your say here

Feedback: -

Suggestion     Compliment     Complaint

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### Record of contact and actions:

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Signature: \_\_\_\_\_ Date: \_\_\_\_\_