

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

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

If you feel your feedback or complaint is not being managed appropriately by the service, you are welcome to escalate your concerns to:

- **Alzheimer's Queensland**  
Continuous Improvement Team  
Phone: 07 3422 3000  
Email: [qualityci@alzqld.org.au](mailto:qualityci@alzqld.org.au)

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:

- **Aged and Disability Advocacy Australia (ADA)**  
Phone: 1800 818 338 (free call)
- **Aged Care Quality and Safety Commission**  
Phone: 1800 951 822 (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 (free call)  
Interpreter services: 131 450
- **NDIS**  
Phone: 1800 800 110 (free Call)

*Thank you in advance for your feedback.*



# HAVE YOUR SAY

Alzheimer's Queensland appreciates feedback from clients and the carers of our clients. Whether it is a positive or negative comment, it is a valuable resource to assist us to continuously improve the quality of care that we deliver.

## HOW TO GIVE FEEDBACK

1. All people using AQ services have the right to have an advocate of their choice to support them at any stage in giving us feedback, including a complaint. If you are not comfortable talking to the Manager or staff of the service, you can talk to an advocacy service such as Aged and Disability Advocacy (ADA) Ph:1800 818 338.
2. The confidentiality of any person giving feedback will be maintained throughout the feedback process.
3. Please feel free to firstly discuss your feedback with the Manager of the service. A form can also be completed, however if you do not wish to write down your feedback, a staff member can document it for you and pass it onto management.

Outcome:

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Feedback Satisfied:

Yes

No

Signature:

Date:

Further action to be taken:

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Outcome:

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Feedback Satisfied:

Yes

No

Manager Signature:

Date:

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