



How to make a complaint

1. Go local first:

Most concerns can be resolved quickly and easily by speaking with local staff or the person you have been working with. We call this a first attempt at resolution (FAAR).

2. Act quickly:

Tell us about the problem as soon as possible. The earlier you tell us, the sooner we can act.

3. Make your concerns clear:

Provide details of the issues, dates, phone calls and other relevant information. Tell us the outcome you are seeking or the action that you want us to take.

Need support to make your complaint?

You have the right to have a friend, advocate, community Elder, interpreter, or independent person support you when making a complaint.

Aboriginal and/or Torres Strait Islander peoples can ask to speak to a person of their own culture.

If you need an interpreter, call Translationz on (07) 3123 4887 and ask to talk to the Complaints Unit on 1800 080 464.

For more information contact:

Child Safety

Call 1800 080 464 (free call) or email feedback@cyjma.qld.gov.au

Disability and Seniors

Call 1800 491 467 (free call) or email feedback@dssdsip.qld.gov.au

Visit www.dcssds.qld.gov.au

