



How do I give feedback or voice my concerns?

We value your feedback. Making a complaint, giving a compliment or offering a suggestion can help improve our service. Your complaint will be dealt with in a confidential manner and will only be discussed with the people directly involved.

If you have feedback about Micah Projects you can talk to any of our employees. If you are not happy with their response you can speak to the Feedback and Complaints Officer. If you are still not satisfied you can contact the external bodies in option 3 below. The Feedback and Complaints Officer can advise you if you are unsure which external agency to contact. If you feel uncomfortable about making a complaint on your own, Micah Projects encourages you to use an advocate.

1. Talk with someone at Micah Projects, either:

- in person (at any of our locations), or
- phone 3029 7000

OR

2. Put your thoughts in writing. You can fill in the feedback form over the page or simply write a letter. Micah Projects workers will assist you if you ask them. Give your form to any Micah Projects employee or mail to:

- Micah Projects, PO Box 3449, South Brisbane Q 4101

OR

3. Contact any of the following:

Department of Communities, Disability Services and Seniors
1800 080 464 (free call) | feedback@communities.qld.gov.au

Department of Child Safety, Youth and Women
1800 080 464 (free call) | feedback@csyw.qld.gov.au

Queensland Ombudsman
(07) 3005 7000 | 1800 068 908 (if you are outside Brisbane)

Department of Social Services
1800 634 035 | complaints@dss.gov.au

Office of the Health Ombudsman
133 646 (regarding health services)

Feedback form over page >>

****** (This form is **interactive** and can be completed digitally or written by hand.)

What is your feedback or complaint?

(Please feel free to invite a person of your choice to help or ask any Micah Projects employee for assistance.)

Do you have any suggestions?

Someone from Micah Projects may need to contact you to discuss your feedback or complaint. However providing your contact details is optional.

Name Date / /

Address

..... Phone

Email

Are you (please select one):

- Receiving support from Micah Projects
- Receiving support from another service
- A friend or relative of someone receiving support from Micah Projects
- A manager/owner of a residence
- A member of the general public
- Other