

## **Queensland Blind Association Inc. Member, Customer, and Client Feedback and Complaint Policy**

The Queensland Blind Association Inc. values the feedback of its members, customers, and clients. It is through this feedback that we improve our services and offer the highest quality of assistance possible.

Any Member, Customer, Client, or their advocate, can lodge feedback or a complaint about the Queensland Blind Association Inc. through internal or external avenues.

If you would like to contact us to discuss your feedback or complaint please phone our office on 07 3848 8888, email us at [info@qldblind.org.au](mailto:info@qldblind.org.au), submit a form via our website <https://qldblind.org.au/contact/> or by post to 26 Warwick Street Annerley QLD 4103 or P.O. Box 444 Annerley QLD 4103.

Our goal is to resolve your complaint as promptly and thoroughly as possible and with your needs at the forefront of our resolution. Please provide us with as much information as possible so that we can assist you with clarifying and resolving your issue.

If you would like to remain anonymous you can lodge your feedback or complaint via our online form on our website or through phoning our office and requesting that your complaint remain anonymous. Our online form can be accessed on the Contact Us page or by following this link: [Contact Us - Queensland Blind Association \(qldblind.org.au\)](https://qldblind.org.au/contact/).

Our website has been designed to be entirely accessible through screen-reading technology but if you encounter any difficulties accessing or understanding this form please contact us.

Member, Customer, and Client privacy will be protected in relation to the recording, management, and resolution of a complaint. All recorded complaints and feedback will be kept for a minimum term of seven years. For the purpose of this Policy, a complaint is defined as an expression of dissatisfaction with a situation, individual or services, or failure to provide a service.

Members, Customers, and Clients will be able to access this Policy through our website and upon request. Members are reminded on a regular basis, on the Association's website and

through our internally distributed newsletter, of the existence and purpose of the Association's complaints and feedback mechanisms.

If you feel uncomfortable making a complaint or would like extra assistance, we strongly encourage you to contact an advocacy agency or speak to someone you trust (a family member, friend, or other service provider) and ask that they assist you. Our recommended list of external agencies is located at the end of this document.

### **Internal Complaints Management and Resolution Procedure**

There are various avenues through which a complaint can be discussed and lodged:

By phone (Annerley office): 07 3848 8888

By email: [info@qldblind.org.au](mailto:info@qldblind.org.au)

By post: 26 Warwick Street Annerley, QLD 4103  
P.O. Box 444 Annerley, QLD 4103

By online form: <https://qldblind.org.au/contact/>

The Internal Complaints Form is used by employees of the Association to formally register a complaint over the phone, via email, or via post. This form is also available on our website. Please note that this is not an exhaustive list of the questions you may be asked in the management of your complaint.

#### *Internal Complaints Form*

Full Name:

Email Address:

Telephone Number:

Address:

Suburb:

Postcode:

Are you a member of the Queensland Blind Association Inc.?

Are you a client of the NDIS?

Does your complaint concern our office, online store, or telephone assistance?

If other, please specify:

What is your complaint?

*Please provide as much information as possible. The date, the location, the services that you interacted with.*

What outcome, if any, would you like from this complaint?

How would you like to be contacted for follow up communication?

The Manager of the Association will thoroughly investigate your complaint within 2 working days of having been made aware of it.

The investigation may include where appropriate;

- contact with the person or the advocate making the complaint;
- discussions with the Association's staff and/or volunteers directly involved in the issue;
- discussions with any witnesses or outside parties involved;
- a review of the circumstances leading to any event or situation related to the issue;
- discussions with all parties to enable the negotiation of a resolution of the issue and strategies to avoid recurrence;
- a review of any policy or documents related to the issue; and/or
- a written report outlining the nature of the complaint, the impact on the Member/Customer/Client, the proposed resolution, and the action taken.

Please note that if a complaint is believed to be unfounded or showing a misunderstanding, it will still be recorded.

The Internal Feedback Form is used by employees of the Association to formally register feedback over the phone, via email and our website, or via post. These questions provide a guide as to the information that would best help the Association take your feedback on board and continue with or investigate new methods of providing assistance.

### *Internal Feedback Form*

Full Name:

Email Address:

Telephone Number:

Address:

Suburb:

Postcode:

Are you a member of the Queensland Blind Association Inc.?

Are you a client of the NDIS?

Does your feedback concern our office, online store, or telephone assistance?

If other, please specify?

What is your feedback?

Would you like to be contacted for follow up communication?

## External Complaints Procedure

We acknowledge that our internal complaints procedure may not be sufficient and that you may wish to seek further support externally.

All NDIS clients have the right to lodge a complaint with the NDIS Commission on 1800 035 544 or [www.ndiscommission.gov.au](http://www.ndiscommission.gov.au) or another agency external to the Queensland Blind Association Inc.

The NDIS Commission will handle your complaint externally and has a range of information on their website regarding their complaints and resolution procedures. You can read more about the NDIS Commission's Complaints Procedures and your rights as an NDIS participant here: <https://www.ndiscommission.gov.au/about/complaints>.

If you are not satisfied with the response from the NDIS Commission regarding your complaint you can raise your concerns with the Office of the Commonwealth Ombudsman.

If you would like to take your complaint as a Member or Customer further we encourage you to contact the following agencies who will be able to provide you with assistance:

Blind Citizens Australia (Advocacy Agency)

Website: [Blind Citizens Australia \(bca.org.au\)](http://Blind Citizens Australia (bca.org.au))

Email: [bca@bca.org.au](mailto:bca@bca.org.au)

Phone: 1800 033 660

Office of Fair Trading (Queensland)

Website: [Make a consumer complaint | Your rights, crime and the law | Queensland Government \(www.qld.gov.au\)](http://Make a consumer complaint | Your rights, crime and the law | Queensland Government (www.qld.gov.au))

Phone: 13 74 68

Australian Charities and Not for Profits Commission

Website: [How to raise a concern | Australian Charities and Not-for-profits Commission \(acnc.gov.au\)](http://How to raise a concern | Australian Charities and Not-for-profits Commission (acnc.gov.au))

Phone: 13 22 62

If you have any questions, queries, or concerns regarding this Policy please do not hesitate to contact our office on 07 3848 8888 or email us at [info@qldblind.org.au](mailto:info@qldblind.org.au).