



Complaints and Concerns Form

Before submitting your complaint or concern we would like you to know:

- Your concerns will be taken seriously
- You are safe having your say. We thank you as it makes us a better service.
- If you make a complaint it will not affect the services that you get from us in any way.
- You can choose to submit an anonymous complaint. If you do not give your name and contact details, we will not be able to let you know what we did to fix the issue.
- You can ask for help to submit your complaint.
<https://www.qld.gov.au/disability/legal-and-rights/advocacy>

Your details:

- I am making the complaint about me
- I am making the complaint on behalf of someone else

Your name: _____

Your phone number: _____

Your email or address: _____

Is your complaint about:

- plan management
- our customer service
- other (tell us more) _____

Have you tried to resolve the issue with a staff member?

- Yes
- No

Please detail your complaint or concern. Let us know if you need further assistance with communicating your complaint.

You can submit this form by:

- Emailing it to manager@p2pqld.org.au

Or

- Posting to our state centre:

To the Manager

Private and Confidential

PO Box 200

Woombye QLD 4559

Thank you. We will acknowledge your complaint within 5 business days of receipt.