5 Daniel Street, Nambour QLD 4560
1800 777 723 | info@p2pqld.org.au
www.p2pqld.org.au

Feedback and Complaints Guide - Easy Language

This guide explains how to give us feedback or make a complaint, and what happens next.

This Guide explains our full Feedback and Complaints Policy in simple words. You can read the full policy for all the details.

About us

We are Parent to Parent Association Qld (P2P).
We help people with disability and their families.
We want to hear from you and use your feedback to get better.

When you tell us about a complaint

We take your concerns seriously
Making a complaint will not affect how we work with you
You can complain without giving your name
You can ask someone to help you
We keep things private and respectful
We use your feedback to get better

Ways to contact us

You can:

- fill in our form on the website. You don't have to tell us who you are
- call us on 1800 777 723 - Mon to Fri between 9am and 4pm
- Send an email to info@p2pqld.org.au
- Visit us at our office if you live on the Sunshine Coast. Our address is 5 Daniel Street, Nambour Q 4560

If you need help to tell us about a complaint or give us feedback you can ask someone in your family, a carer or an advocate. You can find out more about advocates at this link Advocacy information

What to tell us

It helps if you can give us these details:

- your name and you phone number or email address so we can contact you (it is ok not to tell us this information)
- what happened and when
- who at P2P you want to tell us about
- any documents that help explain what happened
- what you would like us to do about it

You don't have to share everything on this list. Just tell us what feels okay.

What P2P will do if you contact us

We will:

- Let you know that we got the complaint within 2 working days
- Tell you who will be helping you
- Find out what happened by talking to everyone involved
- Let you know what we find out within 10 working days
- Tell you if it is going to take longer than 10 working days
- Tell you what we are going to do about the complaint
- We will explain our decision

If you are not happy with our decision

You can ask to speak with our CEO or the Board President.

You can also contact the:

- NDIS Quality and Safeguards Commission on 1800 035 544 or ndiscommission.gov.au
- Queensland Ombudsman at ombudsman.qld.gov.au
- Queensland Human Rights Commission - qhrc.qld.gov.au
- Office of the Australian Information Commissioner at oaic.gov.au (for privacy complaints)

Contacting any of these will not change how we work with you.

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