



CST

Complaint Form

Your details

(All information remains strictly confidential)

Name

Postal address

Email

Daytime contact.....

Details of complaint

Date of incident

Where did it happen?
.....
.....

Complaint Form

What happened?

.....
.....
.....
.....

How would you like to see it resolved?

.....
.....
.....

Signature

Date



Complaints

(Information and Process)

**Help us
improve our service**

Are we meeting your needs?

"Strengthening Community"



CST

If you have a concern, chances are that you are not alone. Your feedback could make us aware of problems that we don't know about. So, we want to hear from you.

We take all feedback seriously and we want to understand how we can best deliver services to you. You are welcome to speak to our staff if you have any issues you wish to raise. We also welcome feedback via email (cstadmin@cst.org.au) or by phone (4091 3850). You are also invited to complete the client complaint form (see over) and either drop it in at one of our offices at 1 Main Street or 38 Mabel Street or post it to us at C/- Chief Executive Officer, Community Services Tablelands, PO Box 793, Atherton, Qld 4883.

What to expect

If you have a complaint, we will respond to it promptly, sensitively and in strictest confidence. You will continue to have access to our services throughout this period.

Our process

If you leave your name and contact details, we shall endeavour to contact you within a week.

Resolution

If you would like us to tell you how we have resolved your complaint, please ensure you include your name and contact details. We will keep you informed about the progress of your complaint along the way.

External complaint mechanisms

If you do not feel comfortable raising a complaint directly with us, or if you continue to be dissatisfied after raising your concern with us, assistance is available through:

- Queensland Advocacy Service
Phone : 1800 818 338
- You may choose to have a family member or an external advocate to assist you at any stage, or
- Speak to a manager in CST, who will be able to direct you to the appropriate external authority.

Improving our service

Complaints are discussed at CST management meetings with a view to improve our service and keep staff informed and aware.

Our locations

1 Main Street, Atherton, Qld
Open Mon to Fri 8:30 am to 4:30 pm
Ph: 4091 3850

38 Mabel Street, Atherton, Qld
Open Mon to Fri 9:00 am to 4:00 pm
Ph: 4091 3850

Community Services Tablelands Inc.

Email : cstadmin@cst.org.au
[www:cst.org.au](http://www.cst.org.au)