



## Complaints Information Sheet

### 1.0 Why does MDA have a complaints process?

While MDA always tries to provide the information and services that people want and need, we also know that people might not be always be happy with the information or service that they receive. We want people to give us feedback, both about the things we do well and the things that we could improve. This will help us to make our services better.

You have the right to tell us if you are not satisfied with the information or service you have received without fear that you will suffer any loss of service or any other unfair treatment as a result.

If you are unhappy with something that MDA does, or doesn't do, this information sheet explains how you can make a complaint to tell us about how we can improve and what happens to any complaints that we receive.

### 2.0 What is a complaint?

A **complaint** is any expression of dissatisfaction with, or concern about, the standard of service provided by MDA or the conduct or performance of MDA staff, volunteers or Board members.

In practice, this means that you can make a complaint about things like:

- The quality of the services that you have received from MDA;
- The information or facilities that MDA has provided to you;
- The work or behaviour of MDA staff and volunteers;
- The work or behaviour of MDA Board members.

Please note that MDA can only deal with complaints about the work or behaviour of its staff, volunteers or Board members on occasions when they have been employed by MDA or are representing MDA.

MDA cannot deal with complaints about its staff, volunteers or Board members at other times, such as when they are representing other organisations or are acting as members of their own community.

### **3.0 How can I make a complaint?**

Complaints can be made in person, by telephone, by email, through our website or in writing. A complaints form is available for you to use or you can write it down in your own words and post or fax it to us. You can also include your complaint in our feedback form. Please make sure that you include your name and contact details and that you sign your complaint. This helps us to get in contact with you to work towards solving the complaint.

Complaints that are made in person, and complaints made by telephone, will be written down on a complaints form and a copy of the form will be given or sent to you for checking and signing.

You have the right to be supported by someone that you choose to help you to make a complaint. To make sure that your right to confidentiality is protected, if you ask someone to support you to make a complaint you will need to give them written permission to contact MDA on your behalf.

If you do not have someone to support you and you need some help, MDA staff members can help you to make a complaint by:

- Telling you about the process for making a complaint
- Explaining the procedure for dealing with your complaint
- Helping you to put your complaint in writing
- Providing you with information about other services that might be able to provide you with advice and support

Wherever possible, MDA will also ensure that you have access to appropriate language and interpretation support if this is necessary in order for you to make a complaint. If you want to make your complaint in your first language you will need to give MDA written permission to use an interpreter or translator when investigating your complaint to make sure that your right to confidentiality is protected.

### **4.0 What happens after I make a complaint?**

We will write to you within seven (7) days to confirm that we have received your complaint and let you know what we intend to do to try to resolve it. We will try to resolve your complaint within 28 days but if this is not possible because your complaint is complicated, we will write to you within 28 days to let you know what is happening. If your complaint cannot be resolved by the staff of MDA, your complaint will be investigated by a Complaints Panel made up of three (3) members of the MDA Board. If your complaint still cannot be resolved, we will refer your complaint to an external organisation and ask them to review your complaint and our process for dealing with it.

## 5.0 Is the complaints process confidential?

Your complaint will be treated confidentially and your privacy will be protected. Only people who need to be involved to resolve your complaint will be given access to any information, documents and/or reports relating to your complaint.

## 6.0 Where do I go to make my complaint?

### 6.1 Written Complaints

Mark your envelope “**Private and Confidential**” and send written complaints to:

The CHEIF EXECUTIVE OFFICER  
MDA  
512 Stanley St  
South Brisbane  
Q4101

If your complaint is about the MDA Chief Executive Officer, please address your envelope to “**The President**” and make sure that it is marked “**Private and Confidential**”

You can also fax your complaint to: (07) 333 75 444 and again, mark your complaint “**Private and Confidential**” and “**For the attention of the Chief Executive Officer**”

Or email your complaint to: [kerrinb@mdabne.org.au](mailto:kerrinb@mdabne.org.au)

In the title of the email, write “**Complaint – Private and Confidential**”

Please tell us what your complaint is about, anything that you have already done to try to resolve it and what you would like MDA to do to resolve your complaint. Please provide as much information as possible and include copies of any relevant documents. Keep a copy of your complaint for your own reference. Please make sure that you provide your name and contact details in case we need to contact you for additional information and so that we can let you know what we are going to do to try to resolve your complaint.

### 6.2 Verbal Complaints

If you want to make a verbal complaint you can do this in person or by telephone.

If you want to speak directly to the MDA Chief Executive Officer, the MDA President or to another named member of staff to make your complaint, please telephone (07) 333 75 400 and tell our Receptionist that you want to speak to this person to make a complaint. If that person is not available to speak to you at that time, the Receptionist will take your details and ask the person to call you back and make an appointment to discuss your complaint.

If you are happy to have your complaint documented by any member of MDA staff, please telephone: (07) 333 75 400 and either make your complaint by telephone at that time or make an appointment to discuss your complaint.

All complaints that are made by telephone or in person will be documented and a copy will be given or sent to you for checking and signing. The information that you have given will then be passed to the MDA CHEIF EXECUTIVE OFFICER or President for investigation.

### **6.3 MDA Website.**

Complaints can be submitted through the MDA Website by completing the **Feedback Form** in the “Contact Us” section of the website. The MDA website is [www.mdainc.org.au](http://www.mdainc.org.au).

Complaints submitted via the website will be directly emailed to MDA for follow up. It is important to leave your contact details if you wish for us to follow-up directly with you in relation to the matter of your complaint.