



HOW TO EFFECTIVELY RAISE YOUR COMPLAINT

It's okay to raise your complaint

When raising a complaint you have about the quality of service you or someone you know is receiving it should not be seen as 'being difficult.' It's a normal part of service delivery. Raising complaints provides an opportunity for Centacare FNQ to become aware of issues, find solutions and improve our quality of service to you.

Anyone can make a complaint about our services and programs by discussing issues directly with Centacare FNQ employees or management. Most complaints can be addressed quickly by discussing the issue(s) with us, in person or over the phone. If you do not feel able to do this directly, there are many organisations that can help you, and these are listed below for your information.

Here are a few things that will help make your complaint more effective and easier to resolve.

Put your complaint in writing (where possible)

More complex or less urgent complaints are best put in writing. Writing a letter allows you to collate relevant information in one document and present it in a logical flow, making it easier for Centacare FNQ employees and management to understand your complaint. It also provides you with a written record of your complaint.

Focus on the facts

You may feel distressed, angry or frustrated about issues that affect you or a loved one. A complaint that details facts and events clearly will assist Centacare FNQ employees and management in understanding and assessing your complaint.

Include important information

Provide concise background information on the issue and outline any steps taken by you or the person receiving services to fix the problem. If you can, include times, dates and names of employees that you spoke to and their responses. It is also useful to include copies of any forms, letters or documents that relate to the issue.

Be clear about the outcomes you want to achieve

Raising your complaint will be most effective if you are seeking an outcome that is realistic and aims to improve the quality of services provided to you or the person receiving them. If you submit your complaint to Centacare FNQ employees and management, we will discuss the complaints process and possible resolution options with you, and keep you updated on outcomes throughout the process.

Raising a complaint

If you have a complaint, or would like to make comments, regarding Centacare FNQ, its programs and services you can contact your Program Coordinator, Team Leader or service employees, if you feel comfortable doing so.

DOCUMENT REFERENCE	VERSION	STATUS	APPROVAL DATE	REVIEW CYCLE	REVIEW DUE DATE
GOV-007.05 HOW TO EFFECTIVELY RAISE YOUR COMPLAINT	1.3	APPROVED	14/10/2026	TWO YEARLY	14/10/2028

Feedback and complaints can help us improve the quality of programs and services we provide to you or your loved one. If you have a complaint about the care or services you or someone else is receiving, it is important that you raise this and provide us with your feedback.

If you are not comfortable speaking to someone directly or you are not satisfied with their response, please contact the Quality and Compliance Officer who will treat the matter confidentially and deal with it promptly.

Phone: 07 4044 0130

Email: complaints@centacarefnq.org or
quality@centacarefnq.org

Post: Complaints

Centacare FNG
PO Box 201
Cairns
QLD 4870

Ask for help

Raising a complaint can be a confronting experience for many people, particularly when it concerns employees of Centacare FNQ when you have an ongoing relationship with us. If you feel this way, ask a friend or family member to help you write out your complaint, or contact an advocacy service for support at any time.

Aged Care

Phone: 1800 951 822

Web: www.agedcareconcerns.gov.au

Disability Services

You can contact the NDIS Commission at:

Phone: 1800 035 544

Web: www.ndiscommission.gov.au

The National Disability Advocacy Program can help you work with an advocate, contact via:

Email: disabilityadvocacy@dss.gov.au

Post: Disability, Employment and Carers Group
Department of Social Services
GPO Box 9820
Canberra ACT 2601

Multicultural Minds

You can contact the Queensland Human Rights Commission for complaints received under the Anti-Discrimination Act 1991.

Phone: 1300 130 670

Email: info@qhrc.qld.gov.au

The Office of the Health Ombudsman is Queensland's independent health service complaints agency.

Phone: 133 OHO (133 646)

Email: complaints@oho.qld.gov.au

Privacy

You can contact the Office of the Australian Information Commissioner at:

Phone: 1300 363 992

Speak and Listen: 1300 555 727

Email: enquiries@oaic.gov.au

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Post: GPO Box 5218
Sydney NSW 2001
Web: www.oaic.gov.au

You can also contact the Office of the Information Commissioner at:

Phone: 1800 642 753 (options 1, 2, or 4)
Email: enquiries@oic.gov.au
Post: PO Box 10143
Adelaide Street
Brisbane, QLD 4000
Web: www.oic.qld.gov.au

Interpreting Services

If you need the help of an interpreting or other type of service, you can contact the following:

Translating and Interpreting Service (TIS): 131 450
Aboriginal Interpreter Service (AIS): 1800 334 944
TTY: 133 677

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