

THE NEIGHBOURHOOD HUB FEEDBACK, COMPLAINTS AND APPEALS

The Neighbourhood Hub seeks both positive and negative feedback on the services we provide. If you are not satisfied with the services you receive from The Neighbourhood Hub you have the right to provide feedback or make a complaint about the services provided to you. This may be done by you, or a person that you choose to act on your behalf.

How do I give feedback?

You can provide either positive or negative feedback on the quality of services you have received from The Neighbourhood Hub through a variety of channels. You can provide feedback to a The Neighbourhood Hub representative of your choice in person, by phone, by email or in writing.

We value your feedback as it helps improve our service.

How do I make a complaint or appeal a decision?

The Neighbourhood Hub seeks to resolve all complaints and appeals in a supportive, fair and respectful manner. All complaints and appeals will be handled sensitively and within a reasonable timeframe.

You may choose to engage a person external to the organisation to support you through the complaints/appeals process or to assist you in communicating your concerns.

Making a complaint or appealing a decision:

- 1.. If you feel comfortable, you can discuss the situation with the person concerned, this may lead to a quick resolution.
2. If you do not feel comfortable to discuss the situation with the person concerned, or you are not satisfied with the outcome of this discussion, you may forward the issue to a member of The Neighbourhood Hub Leadership Team, either in person, by phone, by email or in writing.
3. If your concern is about a member of The Neighbourhood Hub Leadership Team or you still feel that the issue has not been resolved you may contact The Neighbourhood Hub to arrange being contacted by a representative of the Management Committee.
4. If you do not feel that the issue has been satisfactorily resolved by you may contact the Mackay/Whitsunday Department of Communities, Child Safety and Disability Services or other relevant funding body.
5. Any person lodging a complaint or appeal with The Neighbourhood Hub will receive written acknowledgement of receipt of their complaint/appeal within ten (10) business days. Information about the outcome of the complaint/appeal will be forwarded within one month.

Please contact The Neighbourhood Hub to access the full *Feedback, Complaints and Appeals Policy and Procedures*.