



## The Mackay Children's Contact Services Inc

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### **Grievance Form**

#### **Your rights if you have an issue or grievance**

##### **When you make a complaint, you have the right:**

To a Fair and Prompt Investigation of any Complaint you may have about the Service you have received.

To make complaints without the fear of being disadvantaged

To make complaints verbally or in writing

To have an advocate or a support person if making a complaint

##### **Rights of service users:**

To be believed

To be treated with respect and consideration

To privacy and confidentiality (except when this would compromise the safety of yourself or another person, or in the case of subpoena of your file by the Court).

To access your file, Subpoena will be required.

To ask questions.

To be informed about your options, have your decisions respected.

To stop the process or withdraw the grievance at any stage.

It is recognised that there may be times when there are differences of opinion in relation to how service is provided. The Mackay Children's Contact Services has a grievance process to ensure that parents and children receive the highest standard of service.

It is important that we hear if there have been problems with our service so that we can address the issues promptly.

Clients are encouraged to raise their grievance with MCCA Coordinator. If you are unsatisfied with the response from the Coordinator, you may lodge the grievance in writing to the Management Committee of the MCCA.

The Chair

MCCA Management Committee

PO Box 237

Mackay QLD 4740

You may access a support worker or an advocate who is independent of the service to assist you with your grievance.

If you are unsatisfied by the response from the MCCA Management Committee, or you are not comfortable with lodging your complaint with Management Committee, you may contact:

DSS's National Office Complaints Team

Ph:1800 634 035

Fax: (02) 6204 4587

[complaints@DSS.gov.au](mailto:complaints@DSS.gov.au)

Address: Complaint, PO Box 7576. Canberra Business Centre, ACT, 2610

Or

The Commonwealth Ombudsman

Ph: 1300362072

Email: [ombudsman@ombudsman.gov.au](mailto:ombudsman@ombudsman.gov.au)