



# Complaints, Compliments & Feedback Policy

**December 2020**

Area	Effective Date	Last Review Date	Version	Approved by	Next Review Date
Quality Management	06/02/2017	23/09/2020	3	CEO	23/01/2022

QNADA is committed to providing professional and quality services. We value compliments and feedback from our members and from interested members of the community.

Compliments and feedback are collected and stored as part of our continuous improvement processes. We appreciate you taking the time to let us know when you think we're doing well.

We recognise that from time to time people may wish to raise issues of concern about QNADA's activities or operations. We are committed to working with you to resolve issues in a timely and consultative manner and to collect and analyse information related to complaints as a way for us to improve our services.

Compliments, feedback and complaints can be provided –

By phone: (07) 3023 5050

By email: [info@qnada.org.au](mailto:info@qnada.org.au)

By mail/delivered: Level 20, HSBC Building  
300 Queen Street  
BRISBANE QLD 4000

Our complaints process is underpinned by the following principles –

- We respect your right to be heard and will work promptly to resolve issues
- Full disclosure and transparent processes shall be undertaken to resolve issues
- Confidentiality will be maintained where it is requested or appropriate to ensure personal details and circumstances are dealt with in accordance with QNADA's Privacy Policy.

In the first instance, you should raise any issues for resolution with the staff member concerned.

If you are not comfortable raising the issue with the staff member directly, or are unsatisfied with their response, complaints may also be made directly to the Chief Executive Officer or a member of the Board via phone, fax, email, post or delivery as detailed above.

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The process for complaint resolution is detailed below.



Enquiries regarding the Complaints, Compliments and Feedback Policy should be directed to the Chief Executive Officer on (07) 3023 5050 or via email [info@gnada.org.au](mailto:info@gnada.org.au).

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