



## **FINANCIAL LITERACY & RESILIENCE PROGRAM COMPLAINTS & APPEALS PROCEDURE**

***What to do if you have a complaint about the service you are receiving, you feel your rights aren't being respected or you are not happy with a decision we have made:***

### **OPTION 1 – Verbal Complaint/Appeal:**

- Talk to the person directly involved, or if this is not possible, approach another staff member or approach our Manager to discuss your concerns **OR**

### **OPTION 2 – Written Complaint/Appeal:**

- Request a copy of our Complaints & Appeals Form. You can also find a copy of this on our website: [www.communityactiongympie.com.au](http://www.communityactiongympie.com.au) **OR**
- If you prefer, you can just write us a letter or send us an email. Our contact details can be found below **OR**

### **OPTION 3 – Board of Management:**

- Request the contact details of the President of our Board of Management from a staff member to discuss your concerns **OR**

### **OPTION 4 – Funding Department:**

- You can contact the Department of Communities, Disability Services & Seniors – Complaints Unit:

**Phone:** 1800 080 464

**Mail:** GPO Box 806, Brisbane Qld 4001

**Online Form:** [www.communities.qld.gov.au/about-us/customer-service-compliments-complaints](http://www.communities.qld.gov.au/about-us/customer-service-compliments-complaints)

### **Other Key Complaint Resolution Contacts:**

- Queensland Human Rights Commission – 1300 130 670

### ***It is your right:***

- ***To make a valid complaint or appeal.***
- ***To use an advocate of your choice to make a complaint or appeal on your behalf eg. a friend, family member or another agency.***
- ***To lodge your complaint or appeal anonymously.*** However please note that we may not be able to fully investigate your complaint or appeal if we can't contact you. We will also be unable to provide you with any response regarding your complaint or appeal.

### **Contact Details for Financial Literacy & Resilience Service:**

**Phone:** 07 5343 7525

**Email:** [flarp@communityactiongympie.com.au](mailto:flarp@communityactiongympie.com.au)

**Post:** PO Box 659, Gympie Qld 4570