

Complaints

How to use



This information is written in an easy to read way.

We use pictures to explain some words.

This document is a summary of another document.



You can find the longer document on our website
www.scopeinc.org.au



You can ask for help to read this document.

A family member, friend or support worker may be able to help you.

Complaints



If you are not happy with S.C.O.P.E. You can make a complaint.

Getting Help to Make a Complaint



You can contact the office or ask staff to help you.

You can also get help from family or another person.



You will not get into trouble if you make a complaint.

If you make a complaint you won't lose services or be disadvantaged in any way.



When you make a complaint, a S.C.O.P.E. staff will contact within seven days.

They will try and help to fix your complaint.



Complaints help S.C.O.P.E. provide better services.

Not Happy



If you are not happy about how we dealt with your complaint you can ask for help from another agency.

There is a list of people you can contact at the end of this document.

How to Complain



You can call us on 07 5428 0155.



You can email us at feedback@scopeinc.org.au



You can complete the form on our website.



You can write to us at PO Box 621

MORAYFIELD. QLD. 4506

Who Can I Contact for Help to Complain?



SUFY Phone: 3255 1244

QAI Phone: 1300 130 582

National Disability Advocacy Program

<http://finder.dss.gov.au/disability/ndap/>

Who Can I Contact if I'm not happy with the outcome of my complaint



Disability Services Complaints Line

Phone 1800 080 464

South Queensland Dispute Resolution Centre

Phone (07) 3239 6007

Anti-Discrimination Commission Queensland

Phone: 1300 130 670