Feedback, Compliments and Complaints Form

Kurbingui Youth and Family Development (Kurbingui) want to hear about your experience with our services and our team. Feedback, compliments and complaints help us to keep improving the way we do things for our mob.

You can use this form to provide feedback, pay us a compliment or make a complaint or you can:

- Speak with your worker or their line manger
- Go to the Feedback, Compliments and Complaints page of our website
- Contact an external agency, such as the Department of Families, Seniors, Disability Services and Child Safety, Department of Justice and Victim Support, Department of Social Services as our funding bodies, the NDIS Quality and Safeguards Commission, the Australian Competition & Consumer Commission, the make aor the Queensland Human Rights Commission if you have not received a response from us after 45 days or you are dissatisfied with our response to your complaint.

Your worker can also help you fill in this form.

Privacy and Confidentiality

Kurbingui complies with the *Australian Privacy Act 1988 (Cth)* and *Information Privacy Act 2009 (Qld)*. If you choose to identify yourself when providing feedback or making a complaint, your personal information (such as name and contact details) will be securely stored in our system for the purposes of record keeping and responding to your feedback or complaint. You can request access to your personal information by contacting the Chief Executive Officer or request amendment of your personal information if you believe it is incorrect or outdated by contacting the line manager of the Kurbingui service you are accessing. We will not share your personal information with third parties without your consent unless it relates to your safety or the safety of someone else (including harm or suspected harm, abuse or neglect of a child or adult) or we are legally required to do so.

Do you want to provide feedback or make a complaint?

☐ Feedback ☐ Compliment ☐ Complaint

Which Kurbingui Service are you providing feedback or making a complaint about?

Do you want to provide feedback or make a complaint anonymously?

☐ Yes (please note that we will not be able to respond to your feedback or complaint). Please skip the "Your Details" below and go to "Details of Feedback of Complaint"

☐ No, I am happy to provide my personal details. Please complete "Your Details" section below.

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Kurbingui
youth & family development

Feedback, Compliments and Complaints Form

Your Details	
Full Name:	
Phone Number:	
Email:	
Preferred method for us to contact you:	☐ Phone ☐ Email ☐ Other, please specify:
Best day and/or time to contact you:	
Are you:	☐ A Client ☐ A NDIS participant ☐ A Family Member / Carer ☐ A Client/Participant's Authorised Representative

Tell us about your complaint or feedback

You can submit this form by:

- Giving it to your Kurbingui worker
- Posting to: PO Box 163, Zillmere QLD 4034
- Emailing to: feedback@kurbungui.org.au

Thank you for taking the time to share your experience with us!

If you have made a complaint and provided your details, someone will be in touch.

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