

Client Complaints Procedure

Eating Disorders Queensland (EDQ) recognises and values the importance of complaints as a means of improving the way it delivers services. The following document is aimed to provide information on EDQ's complaint procedure.

If you are unhappy with any of the following, we encourage you to let us know through our complaints procedure:

- The manner of the service provided,
- The conduct of a worker,
- Access to our service,
- Publications we produce on our website or social media platforms.

EDQ is committed to:

- Ensuring the complaints process is made available and accessible to all clients and stakeholders,
- Acting fairly, justly, and transparently when responding and resolving all complaints,
- Providing a confidential, safe, and culturally sensitive environment for clients and stakeholders to raise and have their complaints heard and resolved,
- Supporting clients who choose to seek additional supports and services when making a complaint,
- All clients and stakeholders are listened to and treated with respect.

All clients making a complaint will be encouraged to use an advocate of their choice to act on their behalf if they wish. The advocate may be a family member or friend, or sourced (with the assistance of a staff member if required) through the National Disability Advocacy Program.

EDQ Complaints Procedure

If you have a complaint regarding service provision or an EDQ staff member you can use the following complaints procedure: (You also have the option to withdraw at any stage)

- Step 1** In the first instance, approach and attempt to resolve the complaint with the other concerned party.
- Step 2** If the situation is not resolved, then inform the General Manager. It will then be determined if the complaint is valid and if mediation is required.
- Step 3** If unsatisfied with the mediation process or decisions of the General Manager, the matter will then be referred to the EDQ Board.
- Step 4** If the matter is not resolved through a meeting of the EDQ Board, an independent facilitator will be engaged to resolve the concern.
- Step 5** Any recommendations made by the independent facilitator will be considered by the EDQ Board in making the final decision.

If you have any questions regarding EDQ Complaints Procedure or any information contained in this document, please contact EDQ on the following details:

Phone (07) 3844 6055

Email admin@edq.org.au

Complaints can also be lodged directly with the Queensland Health Ombudsman (133 646) or the National Disability Insurance Scheme (NDIS) Quality and Safeguards Commission (1800 035 544). More information on these services can be found online, or by asking a staff member of your choice.