



## FEEDBACK AND COMPLAINT FORM

To continually improve our services, Hepatitis Queensland welcomes comments, complaints, or suggestions from clients, members, agencies, stakeholders, and the general public.

Making a complaint will not negatively affect any service you receive. Information about your complaint will be shared only with people involved in responding to the complaint.

### How to give feedback

1. If your feedback is a complaint, you are encouraged to attempt to directly resolve the matter informally yourself with the staff-member concerned, or with the Chief Executive Officer (CEO), before making a written submission.
2. If the issue remains unresolved, you can submit a formal complaint using this form to the CEO. You can write on this form yourself or ask a staff member to write the complaint down for you.

Please email the form to [ceo@hepqld.asn.au](mailto:ceo@hepqld.asn.au) or mail it to:

CEO  
Hepatitis Queensland  
PO Box 3490  
SOUTH BRISBANE QLD 4101

**[Please attach additional pages if you need more space]**

**My feedback or complaint is:**

**My suggestions for improvement, or what I would like to happen as a result of my complaint, are:**

**If your feedback is negative, how would you like us to contact you to resolve the situation?**

Yes, I am happy to be contacted.

No, I do not wish to be contacted.

If 'Yes':

Name

Telephone

Email

Mailing Address

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**What happens next?**

**1.** Unless you have indicated you do not want to be contacted, you will receive a letter from the CEO acknowledging that your feedback has been received.

**2.** If your feedback is a complaint, you can expect further contact from the CEO within 10 working days of making your complaint, explaining what actions have been taken, if any, to resolve the issue.

**3.** If you are not happy with the proposed resolution, you can request the complaint be considered at a meeting of the Board, or dealt with by a panel convened by the board. You may be asked for additional information either in writing or in person. This part of the process may take longer. You will receive written advice, within 10 days, of the likely date for a response.