

Client Complaint Information Short Form

So ... how did you find the Service?

(Clients, Contractors, Agencies and External Stakeholders, Short Form)

If you have an issue or complaint about the Service received from MICDA Inc., we encourage you to tell us as soon as possible so that we can do something about it:

a) If it is an *Informal Complaint* or issue about the Service, a decision or the behaviour of a staff member – please either come in and see us or telephone either the staff member concerned or the Manager.

b) If you wish to make a *Formal Complaint* or issue about the Service, a decision or the behaviour of a staff member – the MICDA Inc Complaint Form is available upon request from our office.

When we receive your complaint, the following action will be taken:

1. All written complaints will be attended to by the Manager.
2. Manager will investigate the complaint, and if substantiated, advise you of the action taken.
3. If you are not satisfied with the actions taken, you have the option of taking your complaint to the MICDA Inc Management Committee.
4. Any person who has made a complaint has the option of withdrawing or stopping the process at any time.

Contact details:

Manager: Tel: 4743 6541 at the Old Courthouse, Isa Street, Mount Isa.

**Management Committee: The Secretary, MICDA Inc,
PO Box 345, Mount Isa Qld 4825.**

All complaints will be respected and treated as confidential, as per the MICDA Inc Client Complaints and Grievance Policy.

Other contacts:

Office of Fair Trading: 1300 658 030 www.fairtrading.qld.gov.au

Queensland Aged and Disability Advocacy Inc.: 1800 818338 e: info@qada.org.au

Queensland Department of Justice Mediation Service: 1800 017288

Tenants' Union of Queensland: 1800 177761

If you are not happy with our Service ... then neither are we.