



Green Apple Feedback-Complaints-Compliments Form

Compliments, complaints and other feedback provide us with valuable information about your satisfaction with our services. Feedback/Complaint is taken seriously by the Green Apple Wellness Centre and is seen as an opportunity for improvement. Please let us know what you think.

This is a:

| | | |
|-------------------------------------|------------------------------------|----------------------------------|
| <input type="checkbox"/> Compliment | <input type="checkbox"/> Complaint | <input type="checkbox"/> Comment |
|-------------------------------------|------------------------------------|----------------------------------|

I am a:

| | | |
|------------------------------------------------------------------|-----------------------------------------------------|------------------------------------------|
| <input type="checkbox"/> Participant | <input type="checkbox"/> Family Member | <input type="checkbox"/> Staff Member |
| <input type="checkbox"/> Staff member on behalf of a participant | <input type="checkbox"/> Participant Representative | <input type="checkbox"/> Other: _____ |

Please tell us about your experience at the Green Apple Wellness Centre:

Please share your ideas or suggestions with us

Would you like us to follow up with you on your feedback? Yes No

If yes, please provide your details below:

Full name: _____

Phone: _____ Email: _____

Feedback, compliments and complaints can be lodged:

- Directly with a staff member, either verbally or by providing a completed Feedback, Compliments and Complaints Form;
- By email to: info@greenapplewellness.com.au
- By phone on: 07 3261 1249
- In writing to: Victoria Gill
21 Bald Hills Road
Bald Hills QLD 4036

OR anonymously:

- By placing a completed Feedback and Complaints Form in the Suggestion Box by addressing it to Green Apple Wellness Centre. Which can be done anonymously or with contact details attached.
- Via our websites complaints/feedback section: <https://www.greenapplewellness.com.au/contact-us/>

Your complaint will be formally acknowledged within 3-5 business days. We aim to respond to all complaints and grievances as quickly as possible, and within 3-5 business days from acknowledgement. If a complaint cannot be responded to in full within 7 days of acknowledgement, you will be provided with an update, which will include when a full response can be expected. All feedback and complaints will be used by Green Apple Wellness Centre to continuously improve our service delivery.

Escalating Complaints

If you feel a complaint has not been sufficiently or appropriately addressed, you can seek further support from Victoria Gill at Green Apple Wellness Centre or alternatively through any of the following agencies:

1. NDIS Quality and Safeguards Commission

Online: www.ndiscommission.gov.au

Phone: 1800 035 544

2. Australian Human Rights Commission

Phone: 1300 656 419

Online: www.humanrights.gov.au

3. Queensland Ombudsman

Phone: 1800 068 908

Online: www.ombudsman.qld.gov.au

Post: GPO Box 3314, Brisbane QLD 4001

4. Queensland Human Rights Commission (for complaints relating to human rights and discrimination)

Online: www.qhrc.qld.gov.au

Phone: 1300 130 670

Email: info@qhrc.qld.gov.au

Post: to a local office

Participants also have rights and protections under the Australian Consumer Law (ACL), including provisions on customer guarantees and unfair contract terms. Fair Trading Queensland provides information and advice about customer disputes under the ACL.