

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: victoria@greenapplewellness.com.au
- By phone on: 07 3261 1249
- In writing to: Victoria Gill
21 Bald Hills Road
Bald Hills QLD 4036
- **OR** by placing a completed Feedback and Complaints Form in the Suggestion Box by addressing it to Green Apple Wellness Centre

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.