Please write your comments below.
Mould you like to be contested in relative to
Would you like to be contacted in relation to this form?
☐ Yes ☐ No
Please complete the below information if you would like a response to your feedback.  Name:
Contact details:
Thank you!

# What if I am unhappy with how my complaint is handled?

A person who submits a Complaint Form will in no way be discriminated against, nor will they be disadvantaged in any current or future dealings with Connect2Group.

If you have further concerns, which you believe have not been addressed appropriately, you may choose to contact Connect2Group Management Committee or one of the following organisations to assist you.

### QUEENSLAND ADVOCACY INC.

Phone: (07) 3844 200 or 1300 130 582

# LEGAL AID QLD

Phone: 1300 651 188

# STANDING UP FOR YOURSELF (SUFI)

Phone: (07) 3255 1244

# ANTI-DISCRIMINATION COMMISSION QLD

Phone: 1300 130 670 or TTY 1300 130 680

# THE DISPUTE RESOLUTION CENTRE

Phone: (07) 3239 6007 or 1800 017 288

# Compliment, Suggestions

TELL US WHAT YOU THINK OF OUR SERVICES — WE VALUE YOURFEEDBACK

> quality like opinion share reviews tell a friend satisfied customer

satisfaction customer service positive excellence forum recommend survey

Customer feedbackyes
recommended customer satisfaction
approved product service
compare Customer comments
marketing

tried and tested

friend rating

# HEAD OFFICE - Cleveland

1/77 Shore Street West

(PO Box 326)

Cleveland QLD 4163

Ph: 07 3286 7166

Fax: 07 3286 7265

www.connect2group.com.au



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Connect2Group welcomes feedback from individuals in relation to the services we provide. All feedback is an opportunity to improve our service.

# Compliment

Who can I contact if I would like to compliment a staff member for their ongoing support?

Connect2Group staff take great pride in their work and are available to provide you with the support you need to achieve your goal/s.

If you would like to compliment or thank a staff member, you can simply send them an email or complete the Compliment form on the back of this brochure. You can send the form by post, or deliver it to the Suggestion Box which is located in Reception at a Connect2Group Office, at either Cleveland, Buranda, Mt Gravatt or Wacol.

Our leadership team will ensure the staff member receives your comments



# Suggestions

How do I provide suggestions about the service I receive or ways I think Connect2Group can improve their service?

Connect2Group have a Suggestion Box located at Reception – please feel free to write your comments on the form provided and deposit into the Suggestion Box. All suggestions will be considered and discussed with the relevant department/s.

# Complaints

I would like to make a complaint / suggestion about how Connect2Group can improve its services. How do I do this?

If you would like to make a compliant simply send us an email or complete the form on the back of this brochure. You can send the form by post, or deliver it to the Suggestion Box which is located in Reception at a Connect2Group Office at either Cleveland, Buranda, Mt Gravatt or Wacol.

Your complaint is treated as confidential and will only be discussed with those directly involved. You may also remain anonymous.



# Compliment / Complaint Form

Once completed, this form can be returned to the Suggestion Box at Connect2Group Reception, Cleveland, Buranda, Mt Gravatt or Wacol, or posted to:

Enquiries
PO Box 326
CLEVELAND QLD 4163

Please *tick* the following box that applies to your situation.

I would like to submit the following information in relation to a:

- ☐ Compliment ☐ Complaint / Suggestion
- 1. Which service, office, or staff member is this Compliment form in regards to?
- 2. When did you last have contact with the service, office, or staff member?