

What can I do if I am not happy with the response I receive?

Alzheimer's Queensland Inc. trading as Dementia and Aged Care Services (DACS) is committed to continuous improvements in care services, and in doing so we will endeavour to be continually responsive to the needs of the community.

If you feel your feedback or complaint is not being managed appropriately by the service, you are welcome to escalate your concerns to:

- **Alzheimer's Association Queensland Inc.**
T/A Dementia and Aged Care Services (DACS)
Continuous Improvement Team
Phone: 07 3422 3000
Email: dacsqualityci@dacs.org.au

An external complaint would usually only be made after first attempting to deal with your concerns through our internal complaints' mechanism. You may also contact an external agency such as:

- **Aged and Disability Advocacy Australia (ADA)**
Phone: 1800 818 338 (free call)
- **Aged Care Quality and Safety Commission**
Phone: 1800 951 822 (free call)
- **Leading Age Services Australia Queensland**
Phone: 1300 111 636
- **Department of Veteran Affairs**
Phone: 1300 838 372 (free call)
- **Older Persons Advocacy Network (OPAN)**
Phone: 1800 700 600
Interpreter Service: 131 450
- **NDIS**
Phone: 1800 800 110 (free call)

Thank you in advance for your feedback.



HAVE YOUR SAY

Please help us to continue to improve our services.

We welcome any, and all feedback:

Suggestions – to assist with improving our services.

Compliments – to help us appreciate the importance of what we do well, encourage and support staff morale and where possible replicate what we do well across our services.

Complaints – your concerns help us identify any problems, to understand what is important to our clients and to find a solution.

The **Have Your Say** form is available for use by all clients, family members and visitors to make your comments to DACS staff. You may include a mixture of suggestions, compliments and/or complaints if you wish to do so. If you need additional space, please attach another sheet of paper.

Complete the form and place it in a secure suggestions box, post it to our address or give it to a staff member.

How else can I make a suggestion, compliment or complaint?

You may write a letter, discuss the matter over the phone, or arrange a meeting with the Manager.

Your comments will be noted and acted upon in a timely manner with a response/feedback provided as soon as possible.

What happens after the form is submitted?

A *suggestion* will be discussed by the team and considered for implementation. If it is a *compliment* it is circulated for attention of staff. If it is a *complaint* the manager will arrange a suitable time to discuss the matter with you to reach an agreed plan of action.

Name: _____
Address: _____

Phone number: _____
Email: _____
Preferred method of contact: _____
Date: _____

Please have your say here.

Feedback: -

Suggestion

Compliment

Complaint

Record of contact and actions:

Signature: _____ Date: _____