



Queensland Centre for Intellectual and Developmental Disability

Making a Complaint



THE UNIVERSITY
OF QUEENSLAND

Who we are:

The Queensland Centre for Intellectual and Developmental Disability (QCIDD) is part of the School of Medicine, The University of Queensland. The Centre is a collaborative initiative of Disability Services Queensland (DSQ), Queensland Health (Mental Health Unit) and The University of Queensland.

What we try to do:

Our aim is to improve the health and well being of Queensland adults with intellectual and developmental disabilities through clinical practice, education, and research.

We try to ensure that our services are of high quality, but recognise that sometimes we could do better. We value your feedback including critical feedback or complaints in order to improve our service.

What can I complain about?

You can make a complaint about any aspect of the clinical service you receive from QCIDD or other QCIDD activities (e.g. education programs or research projects).

How do I make a complaint?

To help us resolve your complaint, you should:

1. **Act quickly!** Tell us about your concern as soon as possible. Any delays will make it more difficult to get facts clear and may make it harder to find a solution.
2. **Make your complaint to QCIDD directly first.** In the first instance, all complaints should be directed to the QCIDD director, Assoc. Prof. Nick Lennox. Your complaint can be made by phone, or in writing by mail, fax or email. See contact details on this brochure.
3. **Make your complaint clear.** Try to set out the order in which things happened including dates, descriptions of incidents, phone calls, letters or meetings. If possible, identify your key concern and the action you would like QCIDD to take.

Mailing Address:
QCIDD
Mater Hospitals
South Brisbane Q 4101
Phone: (07) 3163 2412
Facsimile: (07) 3163 2445
Email: qcidd@uq.edu.au

Who will know about my complaint?

Your complaint will be dealt with confidentially and will only be discussed with the people who are directly involved.

What will happen to my complaint?

Your complaint will be acknowledged as soon as possible. We will inform you of the steps taken to assess and resolve the complaint. We will advise you if the complaint is to be referred to relevant supervisors within the University, for mediation or to an external agency.

QCIDD's Director will respond to your complaint confidentially and in writing within one month of receipt of the complaint. We will ask if you are satisfied with the outcome of the complaint.

What if I need help to make my complaint?

We will do our best to assist you to make your complaint. We can let you know where you can get further assistance.

What can I do if I don't want to complain directly to QCIDD or if I remain unsatisfied?

If you do not wish to complain directly to QCIDD, please contact:

**The Deputy Head,
School of Medicine,
University of Queensland, 4072**

If you remain unsatisfied with the outcome of the complaint, please inform QCIDD.

If you are unsatisfied with the response from QCIDD or the School of Medicine, you can send your complaint to:

The Executive Dean of Health Sciences, University of Queensland, Brisbane, 4072
**OR The Secretary and Registrar, University of Queensland,
Brisbane 4072**

Complaints can also be directed to:

Health Quality and Complaints Commission: Phone 3234 0272
Phone toll-free 1800 077 308

State Ombudsman: Phone 3005 7000
Phone toll-free 1800 068 908
ombudsman@ombudsman.qld.gov.au