

# Compliments and Complaints Unit (CCU)

## Factsheet: What do I need to know about making a complaint?

### What is a customer complaint?

A customer complaint is an expression of dissatisfaction about the service or action of the Queensland Ambulance Service (QAS) or its staff, by a person who is directly affected by the service or action, and includes complaints related to:

- a decision made, or a failure to decide, by an employee of the QAS
- an act, or failure to act, by the QAS
- the formulation of a proposal or intention by the QAS
- the making of a recommendation by the QAS
- the customer service provided by an employee of the QAS.

### How do I make a complaint?

The QAS is committed to providing excellence in ambulance service and your feedback helps us to improve our service. The QAS accepts complaints verbally and in writing via a range of formats including:

- By using our online form on the [QAS Website](#)
- In person at any of our [offices](#)
- By telephone by calling your [Regional Office](#)
- By letter to QAS Compliments and Complaints, Cluster 9.1, GPO Box 1425, Brisbane Qld 4001
- By email to [QAS.feedback@ambulance.qld.gov.au](mailto:QAS.feedback@ambulance.qld.gov.au)

Customers are also able to make a complaint using:

- The Queensland Government call centre by phoning 13QGOV (13 74 68)
- The [Queensland Government online](#) form
- The [Queensland Health website](#)

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A complaint can be made by representatives including family members, friends or organisations that act in support of the complainant. A complaint may remain anonymous; however, this may limit how the QAS can address the complaint.

The QAS will not charge you a fee to make a complaint.

## How can I get help to make a complaint?

The QAS has a principle of enabling complaints, this means that the QAS will provide customers with all the relevant information about the QAS complaints management framework and how to make a complaint via the [QAS Website](#).

When making a complaint you can be supported by a friend, and advocate, an interpreter or a community elder.

### Accessing interpreter and accessibility services

If you need an interpreter, call the [Translating and Interpreting Service](#) on 13 14 50 and have them contact your QAS [Regional Office](#).

If you are deaf or have a hearing or speech impairment contact us through the [National Relay Service](#):

- TTY users phone 13 36 77, then have them contact your QAS [Regional Office](#).
- Speak-and-listen users phone 1300 555 727, then have them contact your QAS [Regional Office](#).
- [Internet relay users](#) connect to the National Relay Service and then have them contact your QAS [Regional Office](#).

## What happens once I make a complaint?

The QAS is committed to the effective and efficient management of complaints and seeks to resolve complaints in a fair, open and transparent manner and with consideration of human rights requirements.

Your complaint will be managed efficiently and wherever possible, within established complaint resolution timeframes. The QAS will maintain your confidentiality and ensure that there are no reprisals against you for making a complaint.

The QAS seeks to have complaints finalised within 30 business days. Some complaints may be complex or require referral to an external agency and in these cases additional time may be required but the QAS will advise you of a likely timeframe regarding these types of complaints. Complaints involving human rights issues will take up to 45 business days to resolve.

The QAS will keep you updated regarding the progress of your complaint. Once your complaint has been received, the QAS will:

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## Receive, assist and acknowledge

- Your complaint will be received and recorded by the QAS Compliments and Complaints Unit.
- The QAS will acknowledge receipt of your complaint within 3 business days of receipt.
- If your complaint falls outside the scope of the QAS complaints management policy, you will be advised and the QAS may provide you with details of other agencies to refer your complaint.
- The QAS tries to resolve customer complaints as quickly as possible at the frontline so we can fix issues locally. The Compliments and Complaints Unit will assess your complaint and assign it to the most appropriate area.

## Assess

- The complaint handler assigned to your complaint will:
  - Model appropriate and ethical behaviour at all times;
  - Apply procedural fairness to complainants and persons the subject of the complaint and adhere to the principles of natural justice and with consideration to human rights;
- The complaint handler who receives your complaint will consider the matter and aim to resolve as quickly as possible. During this phase some inquiry may need to occur.
- If the complaint is more complex, it may need to be referred to an external agency
- The complaint handler managing your complaint will review any file notes, policies, procedures and legislation to get a background of the situation. They will assess your complaint and may contact you to ask for more information.

## Respond

- The outcome of consideration and review of your complaint will be communicated to you.

## What happens if I am dissatisfied with the outcome?

If you are dissatisfied with the outcome, you can seek an internal review. More information about the process for seeking an internal review will be provided to you in the communication of the

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outcome of your complaint. The *Customer Complaints Management Factsheet – Internal Review* provides information about this process.

## What is expected of me?

The QAS expects complainants to:

- Cooperate in a respectful manner and understand that the QAS will not tolerate unreasonable conduct including abusive, aggressive or disrespectful behaviour;
- Provide a clear idea of the problem and the desired solution;
- Provide all relevant information when the complaint is made; and
- Understand that some matters cannot be addressed through the complaints management framework.

## Want more information?

### Customers

For more information on the QAS Complaints Management Framework refer to the [QAS Website](#) or email [QAS.Feedback@ambulance.qld.gov.au](mailto:QAS.Feedback@ambulance.qld.gov.au).

### Employees

For more information on the QAS Complaints Management Framework refer to the [QAS Portal](#) or email [QAS.Feedback@ambulance.qld.gov.au](mailto:QAS.Feedback@ambulance.qld.gov.au).