



## Aged Care Feedback & Complaint Form

Compliments, complaints, and other feedback provide us with valuable information about your satisfaction with our services. Feedback is taken seriously by Lifelinc and is seen as an opportunity for improvement. Please let us know what you think.

**This is a**

☐ Compliment

☐ Complaint

☐ Comment

**I am a**

☐ Participant

☐ Family Member

☐ Staff Member

☐ Staff member on behalf of a participant

☐ Participant Representative

☐ Other: \_\_\_\_\_

**Please tell us about your experience at Lifelinc.**

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**Please share your ideas or suggestions with us.**

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**Would you like us to follow up with you on your feedback?**

☐ Yes ☐ No

**If yes, please provide your details below:**

Full name \_\_\_\_\_

Phone: \_\_\_\_\_

Email: \_\_\_\_\_

Feedback, compliments, or complaints can be lodged by:

- speaking directly with a Lifelinc staff member or giving a Lifelinc staff member a completed *Feedback Form*
- emailing: [andrew@lifelinc.com.au](mailto:andrew@lifelinc.com.au)
- phoning: 0409 593 714 or
- writing to: Lifelinc c/o Andrew Whyte, 180 James Street, South Toowoomba QLD 4350.

If you do not want to make a complaint directly to Lifelinc or are not happy with how Lifelinc has responded to your complaint you can complain to the Aged Care Quality and Safety Commission.

Complaints to the Aged Care Quality and Safety Commission can be lodged:

1. by phone on 1800 951 822
2. online at [www.agedcarequality.gov.au](http://www.agedcarequality.gov.au)
3. by email at [info@agedcarequality.gov.au](mailto:info@agedcarequality.gov.au)
4. by post to  
Aged Care Quality and Safety Commission  
GPO Box 9819  
Brisbane, QLD 4000

Complaints can also be made to:

Australian Human Rights Commission

- Phone: 1300 656 419
- Email:  
[infoservice@humanrights.gov.au](mailto:infoservice@humanrights.gov.au)

Australian Competition Consumer Commission (ACCC)

- Phone: 1300 656 419

Australian Consumer Law (ACL) / Office of Fair Trading QLD

- Phone: 13 74 68

Australian Securities and Investments Commission

- Online: Via ASIC Website

Queensland Ombudsman

- Phone: 1800 068 908 or (07) 3005 7000
- Online: online complaint form
- Mail: GPO Box 3314, Brisbane QLD 4001

Queensland Human Rights Commission

- Phone: 1300 130 670
- Email: [enquiries@qhrc.qld.gov.au](mailto:enquiries@qhrc.qld.gov.au)
- Online: online complaint form

Where required, Lifelinc's Client Liaison Officer, Operations Manager and/or Directors will assist people making a complaint, or people with disability affected by a complaint, to contact the Aged Care Commission or other complaints body.

Lifelinc's Client Liaison Officer, Operations Manager and/or Directors will also support people making or impacted by a complaint to contact an advocate (if they wish to do so) to support them through the feedback and complaints process.

Complaints will be formally acknowledged within 1 working day. All complaints will be responded to as quickly as possible, and within 28 working days from acknowledgement. If a complaint cannot be responded to in full within 28 days of acknowledgement, the complainant will be provided with an update, including when a full response can be expected.

All feedback and complaints will be used by Lifelinc to continuously improve service delivery.

### Monitoring and Review

This *Feedback and Complaints Form*, along with Lifelinc's *Feedback and Complaints Policy and Procedure* will be formally reviewed at least annually by the Lifelinc Management Team in conjunction with The Provider Institute. Reviews will include participant, staff, and other stakeholder feedback.