# **Brook RED Complaints Process**



At Brook RED, we are continually working to improve our services and we want your input. We welcome feedback and complaints regarding any aspect of our service or operations.

# Step 1

### Speak to the person

We think that it is best to address complaints as directly as possible. Ideally, speak to the person that you have a complaint with.

## Step 6

#### Seek external support

If you are still not happy with the outcome of your complaint, we encourage you to seek support externally from someone who can support you to advocate for your position. We can provide contact details of organisations that can assist you with this.

#### Step 2

# Speak to someone at Brook RED you are comfortable with

If you don't feel that you can speak to the person, you can speak to us about your complaint in person, on the phone, by email or by post.

A Complaint Form needs to be completed for every complaint. You can fill out one yourself or we can help you to do it. You can make a complaint anonymously but that means that we will be unable to follow up with you.

Please forward the Complaint Form to our Complaints Officer:

Email: enquiries@brookred.org.au Address: 88 Norton Street, Upper Mount Gravatt Q4122

Or give it to any Brook RED employee who will then forward it on to the Complaints Officer.

### Step 5

### **Record outcome**

If you are satisfied with the resolution then the outcome of the complaint will be recorded in the Complaint Form. If you are unsatisfied with the resolution, your complaint will be forwarded to the General Manager who will seek to identify a satisfactory course of action with you.

## Step 3

# Identify an appropriate person to follow up

The Complaints Officer will determine who the complaint should be referred to for addressing, and will pass the complaint on to the identified individual. This will occur within 2 business days of the complaint being received.

# Step 4

### Identify a course of action

The person following up with you will work with you to identify a mutually agreeable course of action for addressing the complaint. You are welcome to have a support person or advocate during this process. We will work to address all complaints

within 10 business days of you being contacted by the person following up

your complaint.

#### Step 7

**Record in Complaints Register** 

Copies of all Complaint Forms will be forwarded to the Complaints Officer and logged in the Brook RED Complaints Register.

#### Step 8

#### **Analyse complaints**

The General Manager will analyse complaints annually with consideration to improvements that will support satisfactory service and operations in future.