



Unique Directions Policy

Complaints & Feedback (Easy Read)

Version 2 (Last updated 02/09/2021)

Why We Like Feedback & Complaints

Why we like feedback and complaints?

We welcome feedback to ensure the services you receive are good.



If you would like to provide feedback or make a complaint, you can contact us via the following:

Address: Suite 3/42 East Gordon Street Mackay, QLD, 4740

Phone Number: (07) 4942 7727

Email: The Client Services Manager Kristie Fraser at kristie.fraser@uniquedirections.com.au or the Our Mates Place Mates Manager Damien Watson at matesmanager@uniquedirections.com.au

What Happens When You Complain?



We want you to make complaints and give feedback without fear.



Your services will not be affected if you make a complaint.



You will not be made to feel bad because you gave negative feedback.



Your personal information will not be shared with anyone without your consent.

Consent means saying yes to sharing information with others.

How Does Unique Directions Handle Complaints?



We review our feedback and complaints to make improvements.



We manage complaints fairly and want to reach good results for you.



We will provide you updates as we resolve your complaint.

How Do I Make A Complaint?

We regularly ask for feedback through:



Phone calls



Surveys



Meetings

You can also make a complaint by:



- Writing to us
- Sending an email
- Speaking to someone

If you need help to make a complaint, we will support you.



You can also ask a family member, friend or advocate to help you make a complaint.