

GRIEVANCE PROCEDURE

No one has the right to denigrate another. Service users are entitled to be represented by an advocate of their choice through all stages of the grievance procedure and will be informed of that right when lodging a complaint. Service users have a right to have their grievance dealt with at the Management level if necessary.

Any complaint will be taken seriously and dealt with as soon as possible. In an instance of a serious complaint about a worker, that worker will not have contact with the service user involved.

STEP ONE When a person associated with the centre feels an injustice has been done to her/him, she/he may approach the person concerned or the Service Director of the centre. An attempt will be made to resolve the issue.

STEP TWO If there is no positive outcome for the user of the service she/he should put further complaints in writing and send it to:

The Secretary, EDON Place Management Committee
PO Box 1440 Bundaberg Qld 4670

The Management Committee will then consider the issues and attempt to resolve them.

Alternatively, the service user may direct their complaint to:

Queensland Ombudsman
Tel: 1800 068 908

Email: ombudsman@ombudsman.qld.gov.au
By mail to: GPO Box 3314 Brisbane Qld 4001.

The Queensland Ombudsman's Office will assess the complaint and decide whether to investigate it. More information can be obtained from: www.ombudsman.qld.gov.au

Department of Child Safety, Youth and Women

- ◆ Tel: 1800 080 464 (free call)
- ◆ Email: feedback@communities.qld.gov.au
- ◆ Online form: www.communities.qld.gov.au
- ◆ By mail to: Complaints Unit, Department of Child Safety, Youth and Women Services, GPO Box 806, Brisbane Qld 4001.

Have you raised a grievance/ complaint with us? Then please tell us...

How well did we respond to the issues raised?
Is there anything else we can do to
improve the situation?

CONTACT DETAILS:

Phone: 07 4153 6820
Email: admin@edonplace.org.au
PO Box 1440 Bundaberg Qld 4670
Web: www.edonplace.org.au

Funded by



**Your Feedback is
important to us!**

VISION

A community in which domestic and family violence is unacceptable.

MISSION STATEMENT

To provide a holistic approach to people affected by domestic and family violence with the necessary support and resources to alleviate poverty, distress, homelessness and ill-health to break the cycle of domestic and family violence.

SERVICE VALUES

1. Domestic and family violence is a violation of human rights that is not acceptable in any community or culture.
2. We are committed to the values of integrity, respect and accountability.
3. We value and encourage care, excellence, innovation, creativity, leadership and equity within our organisation.
4. We demonstrate our values through effective engagement with other stakeholders.

Your Feedback about our Service Provision can help us provide a better service to you!

EDON Place has a commitment to provide the best possible service and support for service users.

If you have been impressed or unhappy with any part of your contact with our services we would like to encourage you to inform us.

You can do this by:

- ◆ Reporting your comments directly to the person you have been in contact with;
- ◆ Talking to the Service Director.
- ◆ Filling out this Feedback Form and returning it to a worker or posting it to EDON Place: PO Box 1440 Bundaberg QLD 4670.
- ◆ If there has been a concern and it has not been resolved, put it in writing and address it to the Management Committee and send it to: PO Box 1440, Bundaberg QLD 4670.

RIGHTS AND RESPONSIBILITIES

People associated with EDON Place irrespective of nationality, cultural background, religious belief, sexual preference, gender, social and economic circumstances, age or disability have the right to;

- ◆ **Access:** To be informed about rights, given accurate information, receive services.
- ◆ **Safety:** To be in a safe, non-violent environment at all times; the safety of women & children permeates all aspects of service.
- ◆ **Respect, Dignity & Acceptance:** To be accepted and treated with those at all times.
- ◆ **Information:** To receive appropriate & accurate.
- ◆ **Self-determination & Choice:** To allow and support these within the scope of the service.
- ◆ **Confidentiality & Privacy:** To provide a private environment in which all information is treated confidential, except where the safety of others is threatened or the law demands otherwise.
- ◆ **Participation:** To be able to participate and have opinions valued.

FEEDBACK SECTION

Date: _____

Worker Involved: _____

COMMENTS

WHAT SUGGESTIONS DO YOU HAVE?

FEEDBACK SECTION (please circle)

I have received a respectful and culturally appropriate service. YES NO

I understand EDON Place's policy on confidentiality. YES NO

I feel that the workers considered my rights during my contact with them. YES NO

COMMENTS: _____

Your name and contact details (if you require feedback): _____
