



Xavier Feedback Statement

Xavier welcomes feedback on our services, including both compliments and complaints. Our preferred method for receiving feedback is through our Feedback Portal which is available through the contacts section of our website. It is our goal to confirm receipt of feedback within 2 working days. When complaints are received we strive to find a resolution to the complaint within 7 days.

However, if the matter is urgent please contact through phone contact.

Xavier Children's Support Network respects the right of children, young adults with disabilities and/or their parents or guardians receiving services and supports from Xavier to make a complaint in relation to services and supports delivered by Xavier. When Xavier receives a complaint these principles will apply.

- The principle of natural justice through a process that displays fairness to all parties.
 - the right to be heard
 - the right to be treated without bias
 - the right to be informed of all allegations being made
 - the right to be provided with an opportunity to respond to all allegations being made
- The Principle of Confidentiality. Disclosure of information relating to a complaint will be limited to as few people as possible, and only to those who are legitimately involved in the process of resolving the complaint.
- The Principle of Cooperation. Where possible, complaints should be resolved by a process of discussion, cooperation and conciliation. The aim is to reach an acceptable outcome that minimizes any potential detriment to ongoing relationships.
- The Principle that complaints are free from retribution. No person will be victimized because they raise a complaint or are associated with a complaint.
- The Principle of Accountability. The complaint system and individual complaints will be visible in our system to appropriate persons for the purpose of visibility of the complaint and improving our performance.
- The Principle of Responsiveness. The complaint will be acknowledged and acted upon in accordance with basic human rights, applicable legislation, regulations, principles, standards and codes of conduct. Complaints will be reviewed and when required actions created and monitored. Feedback on progress and outcome of the complaint will be transparent to the complainant.
- The Principle of Support. At any time during the process an advocate can assist in the resolution process. The advocate may be a friend, family member or a person from an external advocacy service.



Complaints can be made

- via the Website through “Contact” – Your Feedback.
- in person,
- by phone, or
- email to your contact or their supervisor.

Clients and families can also lodge complaints with funders and external agencies. If we can’t resolve your complaint, you are unhappy with our response to your complaint or you wish to complain about us to an external body.

To complain to our funders.

Complaints Unit, Department of Communities, Disability Services and Seniors, GPO Box 806,
Brisbane Qld 4001

or

Complaints Unit, Department of Child Safety, Youth and Women, Locked Bag 3405, Brisbane Qld
4001

Use the online system at <https://www.complaints.services.qld.gov.au/>

Phoning 1800 080 464 (free call)

Email: feedback@communities.qld.gov.au

Other key complaint resolution contacts are:

- [Anti-Discrimination Commission of Queensland](#), phone 1300 130 670 or TTY 1300 130 680
- [Australian Health Practitioner Regulation Agency](#), phone 1300 419 495
- [Australian Human Rights Commission](#)
- [Crime and Corruption Commission Queensland](#), phone 1800 061 611 (toll-free) or (07) 3360 6060
- [Office of Fair Trading Queensland](#), phone 13 QGOV (13 74 68)
- [Office of the Health Ombudsman](#), phone 133 646
- [Office of the Public Guardian](#), phone 1800 661 533 or (07) 3225 8325
- [Queensland Civil and Administrative Tribunal](#), phone 1300 753 228
- [Queensland Ombudsman](#), phone 1800 068 908 (outside Brisbane) or (07) 3005 7000