

Compliment?

What is a compliment?

A compliment is when you want to tell us about a positive experience you've had with a Lives Lived Well service.

Be heard

Visit our *Be Heard* page on our website to share your experiences with us.

Share your story by taking our Client Satisfaction Survey or posting on Care Opinion.

Visit: www.liveslivedwell.org.au/get-involved/be-heard



Complaint?

What is a complaint?

A complaint is when you want to tell us you are dissatisfied with a Lives Lived Well service.

How to make a complaint

You are welcome to talk to us in person.

You can speak with the person involved or you can talk to the Team Leader or Manager. If you like, you can bring along a support person.

If you are uncomfortable speaking with someone and prefer to put your concerns in writing, or if you wish to give feedback anonymously, you can complete the Feedback Form contained in this brochure.

“Be heard”

What will happen with your complaint?

No matter how you choose to raise your complaint, it will be taken seriously. Once you have filled out the form in this brochure, you can place it in the feedback box at your service, or seal it in the provided envelope. Your complaint will then be reviewed by Lives Lived Well's Clinical Director.

If you have requested it, we will let you know we have received your feedback and we will discuss the next steps we are taking to address your concern.

Taking further action

If you are not satisfied with our response, you can contact an independent agency. Information about independent agencies is available on the Queensland Mental Health Commission website at www.qmhc.qld.gov.au

Withdrawal

You can withdraw your complaint at any time just by letting us know.

Want us to get back to you?

If you provide us with your details, we can get back to you.

Name:.....

Signature:.....

Address:.....

Email:.....

Phone:.....

