



Deaf Culture Council Queensland Complaints Management and Resolution System

Complaint and Feedback Form

As a member or supporter of DCCQ, you have the right to make complaints about our services and support at any time.

To make a complaint, you can fill in this **Complaint and Feedback Form**. It will go to the Board Director at the next meeting. We will handle your complaint fairly following the steps in our Complaints Management and Resolution System (Policy Document).

If you prefer, you can make a complaint in other ways. We explain how at the end of this form.

Complainer Email	
Name (optional)	
Member	YES NO
What is your complaint about? Please give us as much detail as possible. If you do not have enough space, you can give us more detail on a different piece of paper.	

Who is your complaint about?	
What do you want us to do?	
Do you have any documents you would like to share with us about your complaint?	<div>YES</div> <div>NO</div> <p>Please attach other documents or evidence to this form.</p>
Have you made a complaint about this matter to another organisation?	Which Organisation?
If you are complaining on behalf of someone else, please fill in this section:	Name (optional)
	Relationship to the complainant
	Does the complainant know you are making a complaint?
	Does the complainant consent to the complaint being made?
	Email address
	Mobile phone number
	Address

Name	
Signature:	
Date	

Please complete and return this form to our Secretary DCCQ,

You can contact DCCQ on: info@dccq.org.au If you prefer to talk in Auslan, contact us to arrange time for Skype/Zoom.

We will handle your request following the steps in our DCCQ Complaints Management and Resolution System (Policy Document). You can download a copy by clicking this link: www.dccq.org.au/.....

You can also ask us to send you a copy by letting the Secretary know.

If you'd prefer to make your complaint in a different way, you can make your complaint:

- by talking with us face-to-face.
- through your preferred Communication device or method;
- by email; or
- by text message.
- By video call (Skype/Zoom)

To protect your privacy, we do not recommend using social media like Facebook, Twitter or Instagram to make a complaint.