

How to Make a Complaint

- Approach a worker of your choice with your complaint and have it documented
- Ask a support person of your choice (e.g. a friend, worker from another service, advocate) to make a complaint on your behalf
- Write and send your complaint directly via post or email to the WCAA management body. Please address to the attention of the Complaints Sub-Collective
- Use our online complaints form with QR code or link below

Post: 15 Morrissey St,
Woolloongabba QLD 4102
Email: wcaawitch@gmail.com
Online form:



<https://forms.gle/ybDbxNT3jMoZyiqG6>

Your Rights

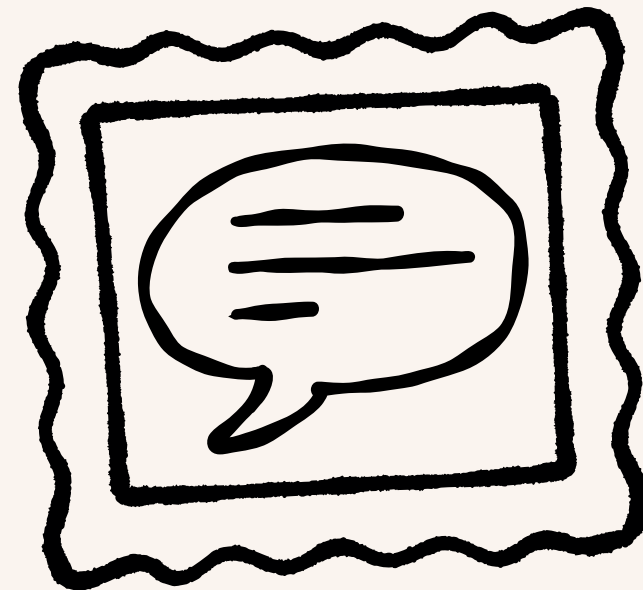
When making a complaint you have the right to:

- Have your complaint or concern dealt with fairly and quickly
- Be assisted by a support person or advocate of your choice
- Have an interpreter
- Have your complaint treated with sensitivity

Your concerns are important to us. When we receive a complaint, we will do our best to take appropriate action to resolve all concerns. Any complaints will not result in a reduction of services or any recriminatory action.



Women's Community Aid Association (WCAA) is the management body for Women's House Shelta and Brisbane Rape and Incest Survivors Support Centre services.



Feedback & Complaints

Your experience matters to us.



WOMEN'S HOUSE SHELTA
SAFETY RESPECT JUSTICE

Addressing Your Complaint

You have a number of choices of how you would like your complaint to be dealt with.

1. Have your complaint taken to the next weekly service collective meeting

Your complaint will be tabled at a collective meeting (shelta or brissc) and workers will propose options to meaningfully address your complaint. These options will be communicated to within 2 days of the collective meeting. If the options do not resolve the issue for you in a satisfactory way, we will organise another meeting to discuss other ways to address your complaint.

2. Have a meeting with a facilitator (someone you feel comfortable with) and worker/s involved to discuss and resolve the complaint

At this meeting, every effort will be made to address your complaint in a meaningful way. You can choose to have a support person, advocate and/or interpreter present at this meeting.

3. Have your complaint taken to the next monthly meeting of WCAA (management body)

Your complaint will be addressed at the next monthly WCAA meeting and you will be informed of proposed actions to address the complaint within a week of the meeting.

You can ask a worker of your choice to take the complaint to the meeting or you can provide a written complaint to be read at the meeting. Please note that it may take 2-3 weeks until the next meeting.

4. Have a meeting with an independent facilitator, other parties involved and a representative of WCAA (not a worker) to discuss the complaint

At this meeting, every effort will be made to work out how to remedy all issues raised in your complaint in a meaningful way. You always have the option to have a support person, advocate and/or interpreter present.

5. Further avenues for complaint resolution include:

- Australian Human Rights Commission - 1300 369 711
- Queensland Human Rights Commission - 1300 130 670
- Funding Body: Department of Justice and Attorney general - 13 74 68

