

FEEDBACK

Your feedback including compliments, suggestions and complaints are very important to us. It will help evaluate and improve our services. We protect the confidentiality of personal information in line with ECCQ's Privacy Policy and Procedure.

If you have made a complaint and wish to receive our response, you must provide us with your name and contact details. We will use these details to contact you about the progress and outcome of your complaint.

Name: _____

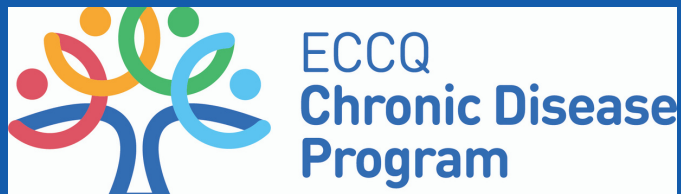
Email: _____

Phone: _____

Thank you for your feedback

CONTACT US

Ethnic Communities Council of
Queensland
Chronic Disease Program
253 Boundary street, West End,
QLD 4101
PO Box 5916
West End, QLD 4101
Telephone: 07 38449166
Email: administration@eccq.com.au
Website: www.eccq.com.au



TELL US WHAT YOU THINK

This brochure tells you how you can provide us with feedback or make a complaint.

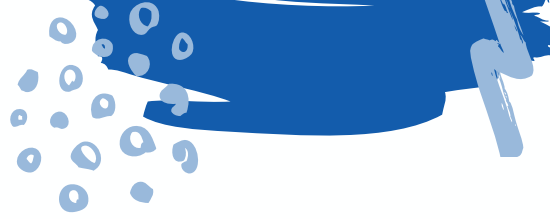


Ethnic Communities
Council of Queensland

How can I give feedback?

You can give your feedback through:

- Speaking with us: 07 3844 9166
- Sending email to us: administration@eccq.com.au
- Visiting our office: 253 Boundary street, West End, Queensland 4101
- Writing to us: PO Box 5916, West End, QLD 4101
- Interacting with us on our social media:
Facebook: ECCQ
Twitter: @ECCQ
- Completing our surveys, focus groups and consultations when available on our website: www.eccq.com.au



I have made a complaint. What happens now?

Once your complaint has been received, ECCQ will acknowledge it within 72 hours indicating the expected timeframe for resolution.

A formal response, following investigation of the complaint, will be provided to you within ten (10) working days. In principle, ECCQ will consult with you throughout the process of handling your complaint.



Client Feedback Form

1. Which of the following do you wish to make? please tick

Compliment

Suggestion

Complaint

2. Which service or worker are you commenting on?

3. Please write your comments below. If there is not enough space, please attach a separate sheet or write to us

