

About the Burdekin Community Association Inc.

The BCA Inc is a community based organisation which was first established in 1975.

It aims to give high quality services and so has developed a Policies, Protocols and Procedures Manual.

This manual give Management and Staff guidance in operation of BCA In services. This client grievance procedure has been developed from that manual.

If you have had a problem with a staff -member or a service decision, please use the steps outlined in this brochure to bring the situation to our attention.

BCA will work out any difficulties by also using the steps described in this brochure.



For further information please contact:

Burdekin Community Association Inc.
The Support Centre
130 Queen Street, PO Box 815
AYR QLD 4807

Monday to Friday 9.00 am to 4.00 pm
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BURDEKIN COMMUNITY ASSOCIATION INC.



The Support Centre



Community Information Centre



Burdekin Centre for Rural Health

Burdekin Community Rehabilitation Centre

Client Grievance Procedure

About the brochure

This brochure has been written to help BCA clients who have experienced difficulties with:

- ◆ A BCA staff member, or
- ◆ A BCA service decision, or
- ◆ Some aspect of activities conducted by the BCA.

We understand that complaining about a service or a person can sometimes be difficult.

You will not lose a service as a result of complaining.

To help get things back on track, we offer the following suggestions.

Grievance Process

Step One: Talk it over

Sometimes misunderstandings between people are easily solved by talking things over. Inform the BCA staff member concerned that you are bothered by something that has happened and that you would like to sort the problem out. You might like to take a friend with you for support. Then just explain your position as you understand it.

Step Two: If you feel that this hasn't helped then

Ask for an appointment to speak to the BCA Chief Executive Officer. The Chief Executive Officer will take details of your complaint and then talk to the people involved. This may take some time, but you will be contacted as soon as possible and invited to come in and discuss the matter.

Step Three: If you are still not satisfied

You can make a formal complaint in writing to the BCA Management Committee. This is made up of people from the Burdekin community. Your letter will be discussed in confidence at a committee meeting. The committee will investigate the matter and reply to you in writing.

The Burdekin Community Association Inc is happy to have a complaint dealt with through the Dispute Resolution Service. You can contact this service at any time to discuss your issue. The telephone number is 4799 7870 or Freecall 1 800 809 605