

Making a complaint

We welcome your feedback

We are here to help and we value what you have to say about the quality of our service. If we have not met your expectations, we hope to hear from you straight away. Making a complaint helps us to identify any issues and improve the services we provide.

Providing your feedback will not affect your relationship with us, or the services we pay for.

Let's talk about it

If you have a concern, contact your Support Planner in the first instance. They may be able to sort out the issue immediately.


If you would prefer to speak to someone else, you can also call our enquiries line on **1300 607 566** (local call cost).

We will treat you with courtesy and respect. However, to meet our duty of care to our staff, we will not accept any complaints that are abusive, threatening or contain offensive language.

How do I make a complaint?

If you are unable to resolve an issue and want to make a complaint, we ask that you contact us in writing.

You can let us know your complaint by:

-  completing an online form on our website niis.qld.gov.au
-  emailing us at complaints@niis.qld.gov.au
-  or by post GPO Box 1391, Brisbane Qld 4001

What help can I get to make a complaint?

You are welcome to ask a family member, friend, representative or advocate to talk or write to us on your behalf. You can also give anonymous feedback; however, we will be unable to tell you the outcome or any action we have taken.

If you can't find someone to help you make a written complaint, contact the NIISQ Agency complaints officer on 1300 607 566 who can lodge a written complaint on your behalf.

How long will it take to resolve my complaint?

We aim to resolve your complaint as quickly as possible. If we need time to look into an issue you have raised, we will let you know our plan and keep you updated. We aim to resolve your complaint in 20 business days.

What if my complaint is about a service provider?

Complaints about service providers should be directed to the service provider agency in the first instance. All providers who work with us are required to have a complaints management system in place.

If your complaint is not resolved through this process, you are welcome to raise your complaint through the NIISQ Agency (our contact details are provided above in **How do I make a complaint?**)

What should I do if I feel my complaint is not resolved?

If you feel your complaint has not been adequately or fairly dealt with, you may ask for your complaint to be reviewed.

To do this, write to our General Manager Participant Care at the following:

Email complaints@niis.qld.gov.au

Mail General Manager Participant Care
NIISQ Agency
GPO Box 1391
Brisbane Qld 4001

We aim to deal with your complaint promptly and fairly. You can also take your complaint to the Queensland Ombudsman at any time via:

Telephone: 07 3005 7000

Toll-free: 1800 068 908

Online: ombudsman.qld.gov.au

You may also make a complaint to the Australian Human Rights Commission at humanrights.gov.au.

The Human Rights commission can investigate and resolve complaints about discrimination or human rights.



Accessibility and interpreter assistance

If you prefer to talk to us in your own language, contact us on our enquiries line 1300 607 566 and we will arrange an interpreter to effectively communicate with you. Let us know if you would like any documents translated.

For the deaf and hearing-impaired, contact us through the National Relay Service:

- TTY users phone 133 677 (no additional call charges apply)
- Speak and listen (speech-to-speech relay) users phone 1300 555 727
- Internet relay users connect to the National Relay Service

Your privacy

Your details are confidential and will only be given to those at the NIISQ Agency directly involved in managing your feedback or complaint. The feedback and complaints we receive will be recorded to improve the quality of our service. If you would prefer that we did not record your feedback or complaint, or you wish to remain anonymous, please let us know and it will not be included in our records. For more information about your privacy, please see the privacy section of our website niis.qld.gov.au.

The National Injury Insurance Agency, Queensland (NIISQ Agency) collects and handles information in accordance with the *National Injury Insurance Scheme (Queensland) Act 2016*, the *National Injury Insurance Scheme Queensland Regulation 2016* and the *Information Privacy Act 2009*. You are able to gain access to the personal information held by the NIISQ Agency as provided by the *Information Privacy Act 2009*.

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More information

For more information or to obtain copies of information sheets, contact the NIISQ Agency:

 1300 607 566

 enquiries@niis.qld.gov.au

niis.qld.gov.au