

Working together when you make a complaint

Easy Read Version



What is in this guide

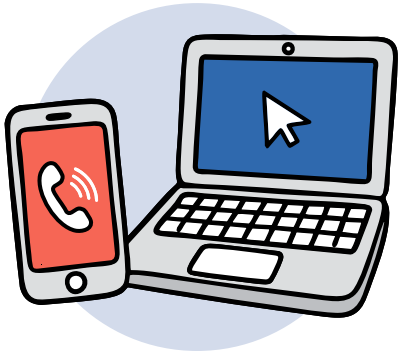
Help with this guide	2
About this guide	3
Working together	4
How to act when you make a complaint	5
The way you act matters	6
What happens when the way you act is not okay	9
Contact us	11
Get help to speak to us	12

Help with this guide



You can get someone to help you:

- understand this guide
- find more information.



Contact information is at the end of this guide.



Some words in this guide are **bold**.
We write what the **bold** words mean.

About this guide



In this guide we talk about:

- how we work together when you make a **complaint**
- what behaviour is okay
- what behaviour is not okay
- what happens if you act in a way that is not okay.



A complaint is when:

- you are not happy with our service
- you tell us why.



We support your right to make a **complaint**.

We will always treat you fairly and with respect.

Working together



When you make a complaint, we need you to work with us.

This helps us:

- understand the problem
- try to fix it as quickly as we can.



Please treat our staff with **courtesy** and **respect**.

Courtesy means being polite and kind.

Respect means treating people in a fair and calm way.



You must give us honest and **relevant** information about your complaint.

Relevant means the information is about your complaint.

How to act when you make a complaint



When you make a complaint, you must **behave** in a **reasonable** way.

Behave means how you act.

Reasonable means being fair and sensible.



The way you act can be unreasonable because of:

- what you do
- how often it happens.



The way you behave is not okay if your actions:

- are more than what is needed
- they harm staff or other customers.

We call this unreasonable behaviour.

The way you act matters



Some actions make it hard for us to help you.

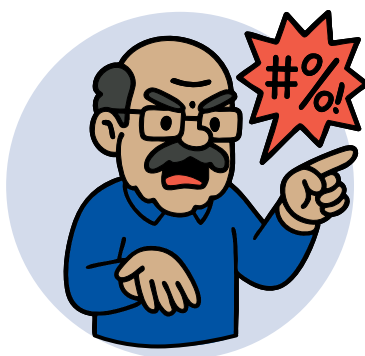
Here are some examples.

You must not:

- **abuse** staff
- **threaten** staff.



Abuse means doing or saying things that are likely to upset or hurt someone.



Threaten means doing or saying things to control someone or cause fear.

The way you act matters



Unreasonable persistence is when you keep contacting us too much.

It can include:

- not accepting a final decision
- making too many calls, letters, or visits.



Unreasonable demands are when you ask for things that are:

- more than what is fair or needed to fix a problem
- against the law
- not allowed under our rules.



A **lack of cooperation** means not working with us in a helpful way.

This can mean not sharing information that can help us fix the problem.

The way you act matters



Unfair arguments are not helpful or okay.

They can include:

- **exaggerating** things
- saying things without **proof**
- not making sense.



Exaggerating means making something seem bigger or worse than it really is.



Proof means facts or information that show something is true.

What happens when the way you act is not okay



If the way you act is not okay, we will try to work with you to fix the problem.



We will:

- talk to you about the way you behave
- explain the way we need you to act
- ask you to agree to behave in a more reasonable way.



If you shout or swear on the phone, we may end the call.

If our staff feel unsafe, they may leave the room or call the police.

What happens when the way you act is not okay



We may ask you to explain your problem clearly before we keep helping you.



If the way you act is not okay and keeps happening, we may limit how or when you can contact us.

We may also limit our contact with you.



If we limit contact with you, we will still try to fix your problem.

We may not help if the complaint was only meant to cause trouble.

Contact us



You can contact us if there is anything else you would like to know.

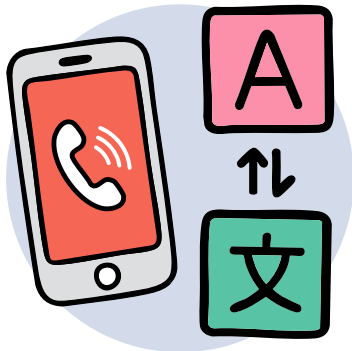


You can call us on [1300 360 044](tel:1300360044).



Visit our website at www.pt.qld.gov.au

Get help to speak to us



If you do not speak English use the free Translating and Interpreting Service or TIS. You can call them on [131 450](tel:131450).



If you need help to speak or listen The National Relay Service (NRS) can help you make a phone call.

To use their service, you can:

- visit their website at www.accesshub.gov.au
- call them on [1800 555 660](tel:1800555660).