

## WE VALUE YOUR FEEDBACK

Clients are encouraged to provide honest feedback which may include compliments or complaints. No client will be disadvantaged as a result of making a complaint and our service will work to resolve the issue or concern in a timely manner.

## WHAT YOU CAN EXPECT FROM US

We will –

- ✓ Treat your complaint seriously and protect your privacy
- ✓ Treat you with courtesy and respect
- ✓ Not discriminate against you
- ✓ Deal with your complaint impartially
- ✓ Deal with and respond to complaints in a timely manner

## WHO ELSE WILL KNOW ABOUT IT?

A record is kept of all complaints. However, your complaint is confidential and only the people involved to resolve any problems know about your complaint. This includes any worker that you have complained about.

This information is then used to improve our services. It also lets us know what we are doing well.



## Gold Coast Community Legal Centre & Advice Bureau Inc.

**07 5532 9611**

[www.advicebureau.org.au](http://www.advicebureau.org.au)

[office@advicebureau.org.au](mailto:office@advicebureau.org.au)

34 Railway Street, Southport Qld 4215

PO Box 10614, Southport, Qld 4215



Monday to Friday 8.30am-4.00pm

Walk-in night clinic on Tuesdays from 5.00pm

# COMPLIMENTS AND COMPLAINTS



**WE ARE COMMITTED TO  
PROVIDING THE BEST POSSIBLE  
SERVICE TO OUR CLIENTS**

**WE VALUE YOUR FEEDBACK**

**WE'RE HERE TO LISTEN**

**WWW.ADVICEBUREAU.ORG.AU**



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