



# Complaint Procedure

Do you have a complaint?  
Please see our complaint procedure below.

**1 Speak to a staff member.**

If you have an issue, complaint, or feedback, please speak to a Family Support Worker. If they cannot help you, they will direct your request appropriately.

*Not feeling heard?*

**2 Speak to the Team Leader.**

If you are not satisfied with the response, please contact your Team Leader. Team Leaders are often busy and may need to call you during office hours (Thursday or Friday).

*Not satisfied?*

**3 Email your Centre Team Leader.**

If you feel that your complaint has not been answered appropriately, please email your Team Leader. Please note that responses will be emailed to you, your solicitor, and the Independent Children's Lawyer where appropriate. Responses may take up to a week to be received.

*Haven't met your needs?*

**4 Send a letter to the Sunshine Coast Family Contact Centre Association Inc. Board of Management**

PO Box 571  
COTTON TREE Q 4558

Please note that whilst we endeavour to provide quick responses, we must thoroughly investigate your complaint. Responses may take up to two weeks to be completed. Responses will be sent to you, your solicitor, and the Independent Children's Lawyer where appropriate.