

## WHAT IF I HAVE A COMPLAINT?



If you have a complaint about BABI or one of its workers, for example, you may be unhappy or do not understand a decision or actions of a BABI worker, you have the right to approach BABI for an explanation and to see what can be done about the situation. We want our clients to feel confident that BABI will handle their complaints well and respond quickly and appropriately.

- You may skip a step if it is better to move to another step
- A complaint may be formal or informal; formal complaints are required in writing. You may use our *Client Complaint Form* for written complaints.
- You may like a **support person** to help you make a complaint. This might be a BABI worker, interpreter, friend, family, or representative from another service.

## THESE ARE THE STEPS YOU CAN TAKE:

### *Step One*

- ❖ Approach the **Staff member or the Program Manager** concerned to seek an explanation.
- ❖ If you do not feel comfortable with approaching that person on your own, you can ask another BABI worker or a person of your choice to help you with this eg discuss what to do, or to go with you.

### *Step Two*

- ❖ If you are still unhappy after talking directly with the person concerned, then you may wish to approach the **General Manager** to discuss the matter further.
- ❖ Please note if your complaint is about any aspect of BABI housing, you may wish to approach the Housing Program Manager, before approaching the General Manager.

### *Step Three*

- ❖ You can approach the BABI Board of Management.

### *Step Five*

- ❖ You can meet with an independent mediator (agreeable to both yourself and BABI) to discuss the issue with both parties.

### *Step Six*

- ❖ You can choose to discuss the matter with an external body, which includes the Department of Children, Youth Justice and Multicultural Affairs or the Department of Communities, Housing and Digital Economy to discuss the issue, Department of Employment Small Business and Training, Local MP, Dispute Resolution Centre, Human Rights Commission and Queensland Ombudsmen.

**Please speak with a BABI worker for more information about making a complaint.**