

COMPLAINTS AND FEEDBACK PROCEDURE

EDO Qld offers clients and people receiving services the opportunity to provide feedback on their experiences with the service, and manage complaints from clients in a prompt, fair and consistent way.

If you have a complaint or compliment about your experience as a client of EDO Qld, please let us know by either of the following methods:

1. Send an email to edoqld@edo.org.au, and include the word FEEDBACK in the subject line.
2. Write a letter addressed to EDO Qld, 8/205 Montague Road West End Qld 4101, with FEEDBACK marked prominently on the letter.

Every letter from a client providing negative feedback on legal advice will be:

- discussed with the staff member that provided the advice;
- answered in writing by the Principal Solicitor by the end of the month in which it is received;
- tabled with the answer at the next Management Committee meeting.

The letter sent by the Principal Solicitor to the person providing feedback will:

- address the complaint;
- advise that if the response given to the complainant in this letter is not satisfactory to the client, that the client may ask in writing that the matter be referred to the Management Committee for further consideration at its next monthly meeting.

The Management Committee will consider any complaint tabled at the meeting, the Principal Solicitor's answer and any subsequent communication from the person making the complaint. The Management Committee will respond in writing to the complainant within ten business days of the meeting where the complaint was considered.

If a client is unable to complain due to difficulties with the English Language EDO Qld will suggest that they use a friend to assist them, or if that is not possible, EDO Qld will arrange an interpreter.

The EDO Qld Management Committee will respond in writing to the client's complaint if the client so requests or if the Committee is not satisfied with the appropriateness of the staff's response to the client.