



## **Mudth-Niyleta Aboriginal and Torres Strait Islander Corporation,**

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## **Consumer complaints: Have your say**

Sometimes you may feel the services you receive from Mudth-Niyleta are not at the standard you expected. Any customer of the our organisation services has the right to make a complaint. We take all complaints and feedback seriously so please let us know so we can improve the way we do things. In some circumstances, a relative, carer or friend may raise concerns or make a complaint on your behalf. A consumer group or advocate can also complain on your behalf.

### **When lodging your complaint.**

Mudth-Niyleta encourages you to play an active part in resolving your complaint by outlining your complaint as clearly and accurately as possible providing any supporting documentation that may help the department resolve your complaint treating staff with courtesy and respect. We prefer you send an email along with any supporting documentation to [enquiry@mudth-niyleta.com](mailto:enquiry@mudth-niyleta.com) .

### **What happens when you lodge your complaint?**

Your complaint will be referred to an employee or Board of Directors who manages complaints on behalf of our organisation . They will acknowledge receipt of your complaint and may contact you during the process to discuss your complaint or request further information. Once the our organisation has considered your complaint you will be notified of the outcome, including reasons for the decisions.