

Compliments and Complaints

Your feedback is valuable to
QSNTS as it helps us to provide
better service.

Who can I contact to make a compliment or complaint?

Your feedback may be our opportunity to improve on how we deliver our services or assist you. We seek to respond to compliments and complaints promptly. You can contact us at any of the below. However, if you wish to lodge a formal complaint please send in writing.



For compliments or complaints please email:
feedback@qsnts.com.au





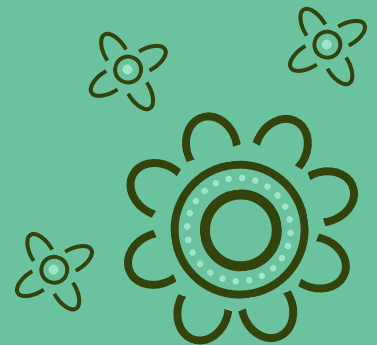
Or send in writing to:
Executive Assistant
Queensland South Native Title Services
PO Box 10832, Adelaide Street
Brisbane QLD 4001

What will QSNTS do with my compliment or complaint?

Compliment Process





We appreciate the time you take to compliment our staff and the work we do. Our compliments process is outlined below:

1. The compliment is entered on the QSNTS compliments register.

2. A copy of the compliment is provided to the relevant staff member(s) and their direct supervisor(s).

3. We will share your feedback and use this information to do more of what we do well.



Complaint Process

Complaints may concern the conduct of staff or the way QSNTS exercises its statutory functions under section 203B of the *Native Title Act 1993* (Cth). Our procedure for complaints is outlined below:

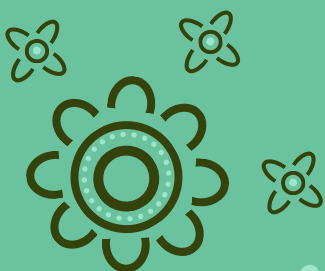
1. A written complaint is received.

2. The complaint is entered on the QSNTS complaints register.

3. A copy of the complaint is provided to the relevant staff member(s) and their direct supervisor(s).

4. Within seven days of receiving the complaint, an acknowledgement is sent to the complainant.

5. Within fourteen days from receiving the complaint, the CEO or delegate will review the complaint and reply to the complainant with the action taken.

1. If your complaint is regarding the CEO please submit your complaint through feedback@qsnts.com.au.

2. The complaint will be sent to the Board of Directors for review.

3. Within seven days of receiving the complaint, an acknowledgement is sent to the complainant.

4. Within fourteen days from receiving the complaint, the Board of Directors will review the complaint and reply to the complainant with the action taken.



What if I'm not happy with the resolution of my complaint?

If you are not happy with the resolution of your complaint, or do not accept the decision of QSNTS, you have the avenue to take further action under the National Indigenous Australians Agency (NIAA) complaint handling procedure.

To lodge a complaint with NIAA:



Email: complaints@niaa.gov.au



Postal Address:
Complaints
National Indigenous Australians Agency
PO Box 2191
Canberra ACT 2600



Phone: (02) 6152 3050

Our Contact Details



Phone: (07) 3224 1200 | Free call: 1800 663 693



Email: reception@qsnts.com.au



Website: www.qsnts.com.au



Postal Address:
Queensland South Native Title Services
PO Box 10832, Adelaide Street
Brisbane QLD 4001

