



MS Queensland welcomes your feedback and we use it, good and bad, to improve services.

If you wish to make a complaint (or offer a compliment) **to MS Queensland you may do so:**

- direct (in person) to your MSQ service provider/contact at the time of service delivery,
- by phoning MSQ on 3840 0888 or NeuroAssist on 1800 177 591,
- by email to complaints@msqld.org.au, or hello@msqld.org.au
- in writing to “Complaints” Locked Bag 7, Milton QLD 4064, or
- via the MSQ website (fill out the online form <https://www.msqld.org.au/contact-us/>),
- via one of the MSQ Event or Fundraising websites, via email or the event phone line

Please provide detailed information so that we can manage your complaint. MS Queensland will acknowledge your complaint within a day (business hours) and, depending on the complexity of the complaint, we will attempt to resolve it within 14 days - you will be advised of likely progress times.

MS Queensland also offers an independent and external ‘**Whistleblower**’ hotline service from Stopleveline. You can make an anonymous complaint/disclosure or offer feedback on any matter by using the Stopleveline service – you will be given a special code to receive updates on progress with resolving your complaints:



Make a report at <https://msqld.stoplinereport.com> or **call 1300 30 45 50**

NDIS participants:

If you are a client receiving MS Queensland services under an NDIS package you may also, and at any time, refer the complaint to the NDIS – in Queensland from 1 July 2019, or prior to that to the Queensland government:

- **NDIS Quality & Safeguards Commission**
<https://www.ndiscommission.gov.au/participants/complaints>

MS Queensland will support service delivery customers in making a complaint and will provide feedback to the complainant regarding progress.

Accommodation clients (including social housing units at Albany Creek Apartments) contact your tenancy manager whose details can be found on your tenancy agreement.

MS Queensland takes your feedback seriously. Please note that there may be times when we do not have the scope to manage your complaint and these will be referred to the appropriate authority or agency e.g. Police, Ombudsman, NDIS/department

