SCCA COMPLAINT FLOW CHART

We welcome your feedback about SCCA and you can make a complaint about SCCA at any time without fear of retribution.

Answer the yes/no questions to help you with your complaint

Is your complaint about a SCCA Staff Person?
YES **NO**

Can you speak to the SCCA staff person involved about your complaint?
YES **NO**

Is your complaint about another issue?
YES

SPEAK TO THE SCCA STAFF PERSON
Are you pleased with the result?
YES **NO**

Can you speak to the SCCA Coordinator about your complaint?
YES **NO**

Complaint is not relevant to SCCA. Consider action and advise if appropriate.

SPEAK TO THE SCCA COORDINATOR
Are you pleased with the result?
YES **NO**

SPEAK TO THE PRESIDENT OF THE SCCA MANAGEMENT COMMITTEE
Are you pleased with the result?
YES **NO**

Other avenues for complaint include:
Disputes Resolution Centre **Ph 3239 6007 / 1800 017288**
The Anti-Discrimination Commission **Ph 1300 130 670**
Complaints Resolution & Referral Service **Ph 1800 880 052**
Disability Services Queensland Complaints Centre **Ph 07 3406 9000**