

STATEMENT OF CONSUMER RIGHTS

INTRODUCTION

This statement sets out the rights of clients of Conductive Education Queensland and CEQ's commitment to support those rights, including making available to clients an effective complaints procedure. You have a right to expect quality service delivery and the opportunity to provide feedback, whether it is complimentary or constructive criticism. You may also on occasion need to make a complaint, which will be managed in a timely and effective manner.

YOUR CONSUMER RIGHTS

- You can expect to be listened to and treated with respect.
- You can expect to access well-coordinated and flexible service based on the individual needs of you and your family.
- You can expect to be informed and consulted and to participate in decisions that affect you and your family.
- You can expect that information about you will not be provided to anyone outside CEQ without your permission (for more information please refer to CEQ's Privacy Policy and Confidentiality Policy).
- You have the right to raise issues of concern and have them handled in a confidential, timely and respectful manner.
- You can involve a support person or advocate of your choice in ensuring your needs and concerns are represented.
- If you are unhappy with the conduct or a decision of a CEQ staff member you have the right to make a formal complaint if warranted. (For more information please refer to CEQ's Feedback and Complaints Policy).

AUTHORISED BY

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