

Compliments, Complaints and General Feedback: Clinical Placement Participant Fact Sheet

The Queensland Ambulance Service (QAS) is committed to providing excellence in ambulance service and your feedback, whether it's a compliment, general feedback, concern or complaint helps us to learn and improve our service.

When students have issues, concerns or complaints on their placement.

If possible and appropriate, genuine attempts should be made to resolve issues or concerns informally at the local level (e.g. discussion with your University, Placement Experience Coordinator, immediate supervisor and/or the person who is subject to the issues or concerns).

Here are some additional steps you can take which will help us help you:

- **Speak up early** – We encourage you to speak up about potential concerns or issues as soon as possible. The longer you wait, the less clear the facts become and the harder it can be to find a solution.
- **Provide early feedback** – This supports better outcomes and provides an opportunity to support those involved as soon as possible. Your University or clinical placement coordinator will be an important support; talk with them early, they may even be able to manage the issues or concerns.
- **Go local first** – Give the local area an opportunity to address the issues or concerns if you think they can. Complaints do not have to be in writing, you can make a verbal complaint to your university, clinical placement coordinator or QAS supervisor (e.g. Officer-in-Charge). As a service, we want to address complaints or concerns raised. Allowing us the opportunity to potentially resolve the issues or concerns assists us with continuing to improve student placement experiences.
- **Make a formal complaint** – If you do not wish to talk about your concerns with local staff or they have not been able to address your concerns, you can make a formal complaint (see below).
- **Make it clear** – Try to outline your concerns as clearly as possible. If you do not have all the details, please just complete as much as you can.

How to make a complaint?

- Online feedback form
Scan the QR code or visit
www.ambulance.qld.gov.au/about/compliments-and-complaints/form –
when completing the online submission form
please select 'Customer'



- Email us at
QAS.Feedback@ambulance.qld.gov.au
- Write to us at
QAS Compliments and Complaints
PO Box 2477
Brisbane Qld 4001
- Contact our regional offices
www.ambulance.qld.gov.au/about/qas-regions



Why does the QAS ask you to select 'customer' via the online complaint form?

Selecting 'customer' ensures your submission is reviewed by the most appropriate team. If you do not feel comfortable raising concerns via this method, we accept complaints via email, post or phone.

What information should I include in my complaint?

When you make a complaint, we want to understand your experience.

- Tell us what happened, and what you'd like us to do. Understanding the outcome you're seeking can help us resolve your concern.
- Include dates and times, locations, and explain what actions have been taken so far.
- While not mandatory, we strongly encourage you to include your university affiliation and if you are a clinical placement participant, University Academic, University WILS team member, Placement Experience Coordinator or other.
- If you have any supporting documentation, please email this to QAS.Feedback@ambulance.qld.gov.au with your full name as reference and it will be attached to your submission.

Unless required by law, the QAS has an obligation to ensure that all personal information associated with the complaint is kept confidential and is not disclosed to a third party without appropriate consent. Importantly, unless you provide us with consent, we cannot inform your University or placement coordinator. If you consent to the QAS discussing your complaint with a third party, please tell us that you want us to and provide their name/position and contact details.

Can I make an anonymous complaint?

Yes, you can make your complaint anonymously.

We respect and support your choice to remain anonymous. We also want to ensure you are aware of some practical limitations that can apply when a complaint is submitted anonymously. In some cases, we may be unable to seek additional information needed to fully address the matter, and we may not be able to provide updates or follow up information. These limitations relate only to the process and do not affect your right to remain anonymous.

Can my University Academic or placement coordinator make the complaint for me?

Your University or placement experience coordinator can support you to raise a concern, or with your consent, raise a concern on your behalf.

Will making a complaint mean I change stations and/or clinical supervisors?

Concerns and complaints are assessed and managed on an individual basis. Raising a complaint in isolation does not guarantee your placement allocation will change.

What happens next?

How your complaint is handled depends on the information provided in the complaint. Most of the time the local area will be able to manage the matter, however sometimes this is not possible.

Where your submission has been assessed as a complaint, we aim to resolve the matter within 30 business days. Complaints involving human rights issues may take up to 45 business days to finalise. We will keep you informed throughout the process, and you will receive notification of the outcome along with any review options available to you. You also have the option to provide feedback related to the outcome. Please note the important information above regarding anonymity and how it may relate to the next steps.

If you would like any further information, you can contact the QAS Compliments and Complaints Unit at QAS.Feedback@ambulance.qld.gov.au.

What if I need support during the process?

We understand that people may be affected by a complaint and the process related to it. If you need support, you should approach your University/clinical placement coordinator for a recommendation as to who might be available to support you. Alternatively, you will find additional information at [Compliments, complaints and feedback | Queensland Ambulance Service](#)