

Making a Complaint

to, or about Independent Disability Services



A complaint is telling someone that you are not happy with something about the services and support we offer.



We take your complaints seriously and will help you fix the problem.



Your complaint can help to make our services better for you and other Reclink Clients.

It can help us:

- Understand what made you unhappy
- Fix the problem
- Let you know why something happened
- Say sorry



It is against the law for people for a worker from Reclink to treat you badly if you make a complaint.



If they have not helped we have a complaint form you can fill out. You can ask for help from a friend or family member to write the complaint for you.

Rebuilding lives through sport,
arts and employment pathways


reclink
australia

You can call us 03 9419 6672

You can make a formal complaint in writing to:

Reclink Australia Complaints,
115B Ferrars Street
South Melbourne, Victoria 3205
By telephone: 03 9419 6672
By email: admin@reclink.org

The State Manager from Reclink will call you and try to resolve your problem, if he or she cannot they ask the Chief Executive Officer to help.

The details of your complaint will be dealt with in a caring way that safeguards your privacy.

If you are not happy with how we have dealt with your complaint you can contact:

Anti-Discrimination Commission Queensland

Telephone: 1300 130 670
www.adcq.qld.gov.au

Department of Communities, Disability Services and Seniors

Telephone: 13 74 68
www.communities.qld.gov.au

Office of Fair Trading Queensland

Telephone: 13 74 68
www.fairtrading.qld.gov.au

Ombudsman Queensland

Telephone: 07 3005 7000 or 1800 068 908
www.ombudsman.qld.gov.au

Office of the Information Commissioner Qld

Telephone: 1800 642 753
www.oic.qld.gov.au

National Disability Services (Qld)

Telephone: 07 3828 9400
www.nds.org.au

Australian Human Rights Commission

Telephone: 1300 656 419
www.humanrights.gov.au

Disability Advocacy Resource Unit

Telephone: 03 9639 5807
www.daru.org.au/contact-us

