Ipswich and Toowoomba Employment Service

Lifeline Community Care Queensland

How to make a Complaint

Speak to the **Employment Consultant** who is supporting you, about the concerns you are having.

Problem fixed ☺

Problem not yet fixed ☹

Make an appointment to speak to the **Service Coordinator** and tell them the concerns you are having and what you want done about it.

Problem fixed ☺

Problem not yet fixed ☹

Make an appointment to speak to the **Manager** and tell them the concerns you are having and what you want done about it.

Problem fixed ☺

Problem not yet fixed ☹

Write a letter of complaint outlining the problem you are having. Mark the letter CONFIDENTIAL, sign it and send it to-

Director of Disability Services
Lifeline Community Care Disability Services
PO Box 468
Annerley QLD 4103

Problem fixed ☺

Problem not yet fixed ☹

You can contact-

DEEWR Customer Service Line
1800 805 260

Qld Advocacy Inc.
Suite 2 Ground Floor
Brisbane Transit Centre
Roma Street
BRISBANE QLD 4000
Telephone 07 3236 1122

Complaints Resolutions and Referral Service/ Disability
Services Abuse and Neglect Hotline
1800 880 052

At any stage issues can be referred back to the previous stage with the consent of all people involved.