

Agency Contacts

If you are not satisfied with how your complaint was handled or addressed, you are welcome to see further redress with the following agencies:

Queensland Human Rights Commission

Level 20, 53 Albert Street
Brisbane QLD 4000.

City East Post Shop
PO Box 15565
City East QLD 4002

PH: 1300 130 670 (toll free)
FAX: (07) 3193 9979
W: www.qhrc.qld.gov.au

NDIS Quality and Safeguards Commission

215 Adelaide Street
Brisbane QLD 4000.

PH: 1800 035 544 (free call from landlines) or TTY 133 677. Interpreters can be arranged.
W: www.ndiscommission.gov.au

Complaints may be lodged online with these agencies. Please request their complaints procedure so that you are aware of how your complaint will be handled.

About Us

121 Care Inc. is an accredited not-for-profit charitable trust set up independently by people with disability for people with disability. We provide support for people with disabilities in South-East Queensland. Choice and control is what we offer our clients and this goes to the heart of the services that we offer.

Complaints, concerns and feedback

We welcome feedback, complaints and concerns regarding support or services provided as part of our continuous quality improvement.

You can choose to make a complaint anonymously.

Employees are directed to use the internal grievance procedure to have their complaints addressed.

Choice of representative

If you would like or require support to make a complaint, we can assist you or direct you to an agency that can provide you with an advocate or independent support person.

▶ 121 Care Inc.

2/33 Sixth Avenue
Cotton Tree, Qld 4558.

Phone: (07) 5443 9777
Fax: (07) 5443 4141
Email: contact@121care.org.au



121 Care Inc.

Empowering people with disabilities
since 1992.

Complaints, Concerns and Feedback



Tel: (07) 5443 9777 ◀

To make a complaint

Please contact us at the address provided and we will provide you with a complaints form. You may request our complaints policy and procedure as well at this time. Complete the details as required on the form and return to the email or office address as noted.

When you make a complaint

All complaints are treated in confidence. We will endeavor to resolve the matter at the earliest to the satisfaction of all parties concerned.

Where required, a conciliation meeting may be convened to resolve the complaint.

Where the complainant is not satisfied with the outcome, area(s) of dissatisfaction will be determined for further investigation if necessary.

Where a complaint is complex and requires an investigation, an independent third party may be engaged to complete this process.

Outcome of the investigation will be communicated to the complainant. If the complainant is still not satisfied and wishes to seek further redress, contact details of appropriate external agencies will be provided.

COMPLAINTS PROCEDURE FLOWCHART

