



Under the *Guide, Hearing and Assistance Dogs Act 2009*, a person with a disability who relies on a certified guide, hearing or assistance dog has the right to access to public places, public passenger vehicles and places of accommodation. They also have the right to raise complaints, as do members of the general public and people in control of public places, public passenger vehicles and places of accommodation.

Who can make a complaint?

A complaint can be made by a member of the general public or a person:

- relying on a guide, hearing or assistance dog
- in control of a public place, such as a cafe, library, cinema or shopping centre
- in control of a public passenger vehicle, such as a taxi, bus, train or plane
- in control of a place of accommodation, such as a private rental arrangement or holiday accommodation
- approved trainer/training institution for guide, hearing or assistance dogs.

Matters of complaint

Complaints may include or relate to:

- the person relying on a certified guide, hearing or assistance dog being:
 - separated from their dog
 - refused service
 - being required to pay an extra charge because the dog is present.
- the conduct of a person in control of a public place, public passenger vehicle or place of accommodation in relation to the presence of a handler/trainer with a certified guide, hearing or assistance dog
- other matters relating to access involving a certified guide, hearing or assistance dog.

If you have a complaint or a concern:

1. **Talk calmly to the person first**

Many concerns can be resolved quickly and easily by speaking about that concern with the relevant person at the time.

2. **Act quickly**

If you still have a concern, notify the Complaints and Prevention Unit (details below), Department of Communities, Child Safety and Disability Services as soon as possible.

3. **Make your complaint clear**

Write down everything that occurred in order. Include a description of what happened, who was involved, locations, dates, witnesses, phone calls, letters or meetings. Also detail the outcome you are seeking or the action you would like the department to take.

Lodging a complaint

Address: Department of Communities, Child Safety and Disability Services

For further information:

Phone: 13QGOV (13 74 68)

TTY: 133 677

Email: ghadogs@communities.qld.gov.au

Postal: GPO Box 806, Brisbane QLD 4001

Website: www.qld.gov.au/ghadogs



Complaints

Guide, Hearing and Assistance Dogs Act 2009

Complaints Unit
GPO Box 806
Brisbane QLD 4001

Phone: 1800 080 464

Email: feedback@communities.qld.gov.au

Lodge online: <http://www.qld.gov.au/contact-us/complaints/#online>

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