

GRIEVANCES & COMPLAINTS

Queenslanders with Disability Network (QDN) acknowledges that differences and conflict can happen from time to time and when people work together.

As a member of QDN, you have the right to make a complaint and tell someone if you are not happy with what has happened.

You also have the right to be listened to, and for QDN to act upon what you have raised in a timely way.

You can ask to speak to the CEO or the QDN Board about your complaint and issue that you are not happy about.

If you want to make a complaint or grievance with QDN you can:

- contact the CEO or QDN Board Directors on 1300 363 783 or 3252 8566
- email ceo@qdn.org.au
- ask for a paper copy of the Complaint form
- ask for a copy of QDN's Complaints and Grievance policy

Queenslanders with Disability Network is an organisation of, by and with people with disability.

Our vision is...

People with disability are active and valued citizens

Our mission is...

Empowering people with disability to be fully included as citizens in the social and economic life of the community

Our values are:

- *Authentic Voice*
- *Collaborative Action*
- *Rights*
- *Respect*
- *Resilience*