



Complaints

Guide, Hearing and Assistance Dogs Act 2009 (the Act)

Under the Act, a person with disability who relies on a certified guide, hearing or assistance dog has the right to access public places, public passenger vehicles and places of accommodation. They also have the right to raise complaints, as do other members of the general public.

Who can make a complaint?

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, ride-booking service, bus, train or plane
- in control of a place of accommodation, such as a private rental arrangement or holiday accommodation
- who is an approved trainer or employed by a training institution of guide, hearing or assistance dogs.

A complaint may include or relate to:

- the person who relies on a certified guide, hearing or assistance dog being:
 - separated from their dog
 - refused service or entry to a place
 - 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.

If you have a complaint or 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 it is not resolved, notify the Guide, Hearing and Assistance Dogs Team (details below).

3. Make your complaint clear

Write down a description of what happened, who was involved, locations, dates, witnesses, phone calls, letters or meetings. Detail the outcome you are seeking or the action you would like the department to take.

Lodging a complaint

Email: ghad@qld.gov.au

OR

Address: Guide Hearing and Assistance Dogs Team
Locked Bag 3405
Brisbane QLD 4001

Phone: 07 3097 7203

TTY: 133 677

For further information:

Phone: 13QGOV (13 74 68)

TTY: 133 677

Email: ghad@qld.gov.au

Postal: Locked Bag 3405, Brisbane QLD 4001

Website: www.qld.gov.au/ghad