

## BrainLink Complaints Process

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BrainLink's is committed to treating all people with respect and dignity; in the same way we would expect others to treat us. We actively encourage feedback from anyone who may be dissatisfied with the service received from us or from anyone acting on our behalf.

All complaints are investigated thoroughly in accordance with the principles of natural justice.

### How to make a complaint:

If for any reason you feel dissatisfied with the way you have been treated by BrainLink or its staff or volunteers, please bring it to our attention. You can speak with any other member of staff or bring the issue to the CEO. Everything you tell us will be treated confidentially.

If the issue cannot be solved at this point, please contact us by:

- Phone – (03) 9845 2950
- Email (the CEO)—[sharons@brainlink.org.au](mailto:sharons@brainlink.org.au)
- Internet – use the feedback page at [www.brainlink.org.au](http://www.brainlink.org.au)
- Mail—BrainLink, The Nerve Centre, 54 Railway Road, VIC 3130

If we can't solve your issue immediately, we will investigate it and keep you informed of our progress.

If you are dissatisfied with the resolution of your complaint you can then appeal to the sponsor of the program you have been involved in (e.g. Southern Health).

We work hard to ensure that you will be happy with the services we provide, and we want to know about any way in which we can improve these services.

*Reducing the impact of acquired brain disorders in our community.*

**The Nerve Centre** 54 Railway Road Blackburn VIC 3130

Tel 03) 9845 2950 Fax 03) 9845 2882 [admin@brainlink.org.au](mailto:admin@brainlink.org.au)

ACN 121 645 145

## Privacy and Confidentiality Guarantee

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*As per the Victorian Privacy Principles.* In many situations there is no need for BrainLink to seek your or another person's personal information. People can often deal with each other anonymously (Principle 8) but if a BrainLink representative does collect and handle your and/or another person's information– we will only collect what we need, in a lawful and fair manner and, all reasonable steps will be taken to protect the information we collect from misuse, interference, loss and/or unauthorized access (Principle 11).

BrainLink staff will not intrude unreasonably and the relevant BrainLink representative will keep you informed as to what they are doing (Principle 1). Information collected will be kept accurate, complete, up to date and stored securely as reasonably practicable (Principles 3 & 4 & 13). Your personal information will only be disclosed for the purpose collected or a related expected purpose. Consent will always be sought from you to share your personal information, unless it is used to protect health and safety or legal requirements (Principle 2). You are able to access and correct your information when required and/or requested by you (Principle 6 & 12) and you will be kept informed on what BrainLink does with the information collected from you (Principle 5).

The sharing of ID numbers or full names amongst other sources will be minimized (Principle 7) and when this information is shared, the relevant privacy regulations and protections will apply (Principle 9).

Sensitive information such as your ethnic background, religion, political views, sexual preference or criminal record – has special protection under law and will only be collected after relevant rules are checked by a BrainLink representative (Principle 10).

*Last updated 13th March 2014.*

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