



Reframe Careers – Submitting feedback or a complaint

At Reframe Careers, we are committed to delivering outstanding service to our clients/participants and greatly value all forms of feedback— compliments, suggestions, and complaints alike. Your input is essential as it allows us to review and improve our services and systems continually.

We encourage you to share your thoughts with us, whether it is positive feedback or a suggestion for improvement. Your feedback helps us enhance the quality of our services. We will acknowledge any complaints within 24 hours and ensure that you are involved in every decision made towards resolving the issue.

Our approach to handling complaints is based on fairness, efficiency, and timeliness. While you can submit feedback or complaints anonymously, providing your name can assist us in seeking additional information if necessary.

Contact Options

- By Phone: Call Jane Allen (Founder/Manager) on 0493 650 259
- By Email: Email admin@reframecareers.com.au
- Completion of our [Reframe Feedback and Complaints Form](#)

External Agencies / Professional Bodies

If you would like an external organisation to assist with your complaint you can contact them directly as follows:

NDIS Quality and Safeguards Commission

Call: 1800 035 544 or TTY 133 677

Translating and Interpreting Service Call: 131 450

www.ndiscommission.gov.au/about/complaints-ndis-commission

Career Development Association of Australia (CDAA)

[Procedure for Managing Potential Breaches of the Code of Ethics for Australian Career Development Practitioners](#)

Australian Society of Rehabilitation Counsellors (ASORC)

[Complaints or Concerns Process](#)