

Escalation Guides

Cross-Sector Overview of Complaint Pathways

Purpose:

These guides help identify standard escalation pathways across sectors while integrating symbolic supports, complaint reframing, and authorship protections.

A. Disability Services / NDIS

1. Provider → Internal Review
 2. → NDIS Commission (Complaints)
 3. → PID Submission (if misconduct)
 4. → Senate Submissions / Shadow Report
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B. Education Access / Inclusion

1. School Principal → Regional Office
 2. → Education Dept Complaints Branch
 3. → Disability Discrimination Commissioner
 4. → UN CRPD Submission (if access is structurally denied)
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C. Telecommunications / Digital Access

1. Service Provider (Telstra, Optus, etc.)
 2. → Telecommunications Ombudsman (TIO)
 3. → ACCC / Digital Inclusion Audit
 4. → Symbolic Archive / Petition
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D. Health and Allied Services

1. Clinic or Practitioner Feedback
 2. → Health Complaints Entity (e.g., OHO, HCCC)
 3. → AHPRA (if registered professionals)
 4. → Senate / Parliamentary Oversight (symbolic)
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E. Government & Bureaucracy Denial

1. Frontline Response

2. → Complaints Commissioner or Department Head
 3. → Ministerial Correspondence
 4. → UN Submission / Symbolic Charter Response
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 **Tips:** - Use Complaint Reframing Cards early. - Support escalation with glossary-backed terms. - Invoke McLoughlin Charter for authorship license. - Use pseudonyms if unsafe or disempowered.

These guides are not legal instructions. They are symbolic civic scaffolds to support accessible advocacy under ethical protocol.

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