

How your complaint is handled



1

We take your complaint

If we can't help, we refer you to someone who can

2

We try to resolve your complaint

3

If unsuccessful, further action may be taken

4

If not satisfied, you can seek a review

We let you know the outcome of our action

Access to translating and interpreting service

If English is not your first language and you need an interpreter, each agency offers access to the Translating and Interpreter Service (TIS) on 131 450.

A joint initiative of the independent agencies responsible for handling complaints.

 ANTI DISCRIMINATION COMMISSION QUEENSLAND

 commission for children and young people and child guardian

Commonwealth  OMBUDSMAN

CRIME AND MISCONDUCT COMMISSION  QUEENSLAND

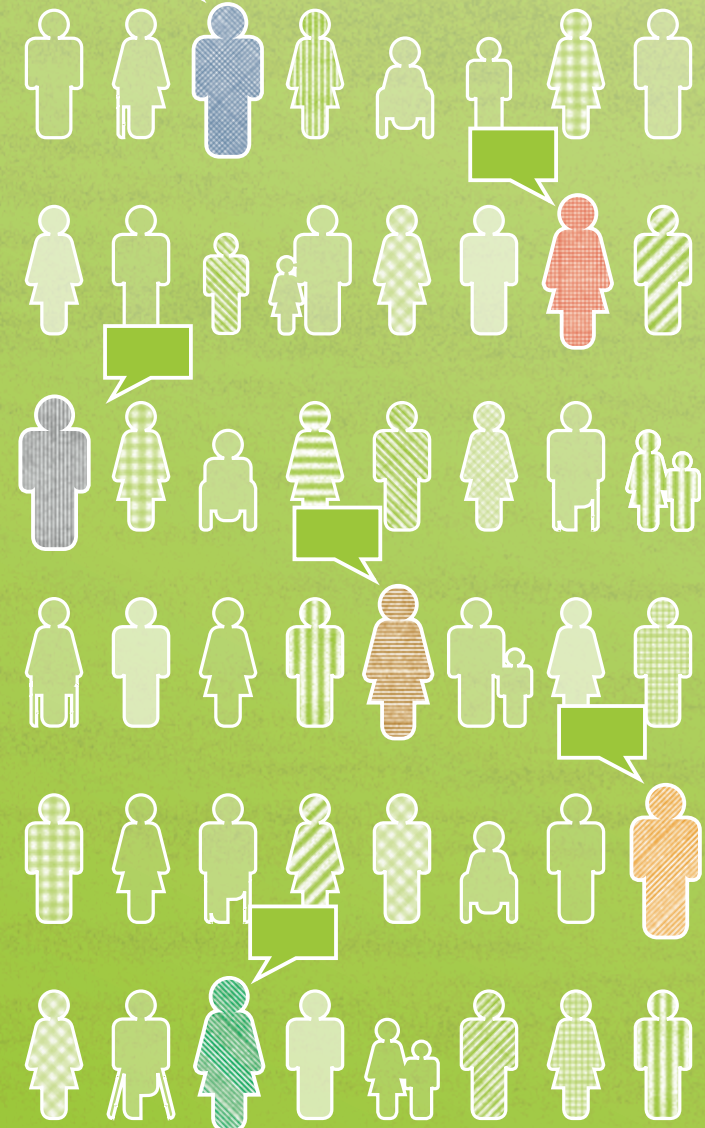
 health quality and complaints commission
POSITIVE HEALTH ACTION

 QUEENSLAND ombudsman

For more information, visit:

WWW.
complaints.
qld.gov.au

It's ok to complain



How can we help you?

We can help you if you have concerns about a service or if you are not satisfied with the way an issue has been handled.

It is our business to ensure that complaints are dealt with properly. Each complaint agency is independent of government. Any complaint will be handled free of charge.

**I have a problem ...
Who can help me?**

I've been treated unfairly
due to disability, sex, race, religion, etc ...

Call the Anti-Discrimination Commission Queensland.

This Commission deals with discrimination, sexual harassment and acts of public hatred. Discrimination can be illegal if it happens because of your:

- ♣ race
- ♣ age or sex
- ♣ pregnancy
- ♣ breastfeeding
- ♣ relationship status
- ♣ sexuality
- ♣ lawful sexual activity
- ♣ disability
- ♣ religious beliefs
- ♣ family responsibilities
- ♣ parental status
- ♣ gender identity
- ♣ political beliefs
- ♣ trade union activity.

Ph: 1300 130 670 TTY: 1300 130 680 Fax: 07 3247 0960
Post: PO Box 15565, Brisbane City East Q 4000
Web: www.adcq.qld.gov.au

I am a child or I'm concerned about a child
in the child safety or youth justice systems ...

Call the Commission for Children and Young People and Child Guardian.

The Commission can deal with complaints about any government or non-government service provided (or not being provided) to children and young people in the child safety and/or youth justice systems.

We also advocate or act as a 'voice' for young people by talking to government, non-government or community services.

Ph: 07 3211 6700 Freecall: 1800 688 275
Text: 0418 740 186 Fax: 07 3035 5900
Post: PO Box 15217, Brisbane City East Q 4002
Web: www.ccypcg.qld.gov.au

I suspect misconduct on the part of a public sector official ...
by a police officer, public servant, local government employee or politician ...

Call the Crime and Misconduct Commission (CMC).

The CMC deals with complaints of misconduct in State Government departments, public sector agencies, local government, the Queensland Police Service and by members of State Parliament. When making a complaint, you should provide as much information and documentation as possible.

Ph: 07 3360 6060 Free call: 1800 061 611
Fax: 07 3360 6333
Address: Level 2, North Tower, Green Square, 515 St Paul's Terrace, Fortitude Valley
Post: GPO Box 3123, Brisbane Q 4001
Web: www.cmc.qld.gov.au

I have a problem with a health service either public or private ...

Call the Health Quality and Complaints Commission.

The Commission deals with concerns and complaints about health care or treatment in Queensland. Complaints may be made about:

- ♣ the way a health service was provided, e.g. treatment, diagnosis
- ♣ public or private health services, including alternative healthcare services.

Ph: 07 3120 5999 Free call: 1800 077 308
TTY: 07 3120 5997 Fax: 07 3120 5998
Post: GPO Box 3089, Brisbane Q 4001
Web: www.hqcc.qld.gov.au

I'm concerned about a decision or action of a Queensland Government agency, department, public authority or local council ...

Call the Queensland Ombudsman.

The Queensland Ombudsman handles complaints about decisions of Queensland State Government agencies and local councils and can take action if a decision is unlawful, unfair, unreasonable or wrong.

Free call: 1800 068 908 (outside Brisbane)
Ph: 07 3005 7000
Fax: 07 3005 7067
TTY: 07 3006 8174
Post: GPO Box 3314, Brisbane Q 4001
Web: www.ombudsman.qld.gov.au

I'm concerned about a decision or action made by an Australian Government department or agency ...

Call the Commonwealth Ombudsman.

The Commonwealth Ombudsman handles complaints about Australian Government agencies, such as those agencies responsible for:

- ♣ pensions and benefits
- ♣ postal services
- ♣ immigration decisions.
- ♣ child support payments
- ♣ taxation decisions

Ph: 1300 362 072 Fax: 02 6249 7829
Post: GPO Box 442, Canberra ACT 2601
Web: www.ombudsman.gov.au

We will try to make it as easy as possible to deal with your complaint.
We are all located at Floor 17, 53 Albert Street, Brisbane (except for the Crime and Misconduct Commission).