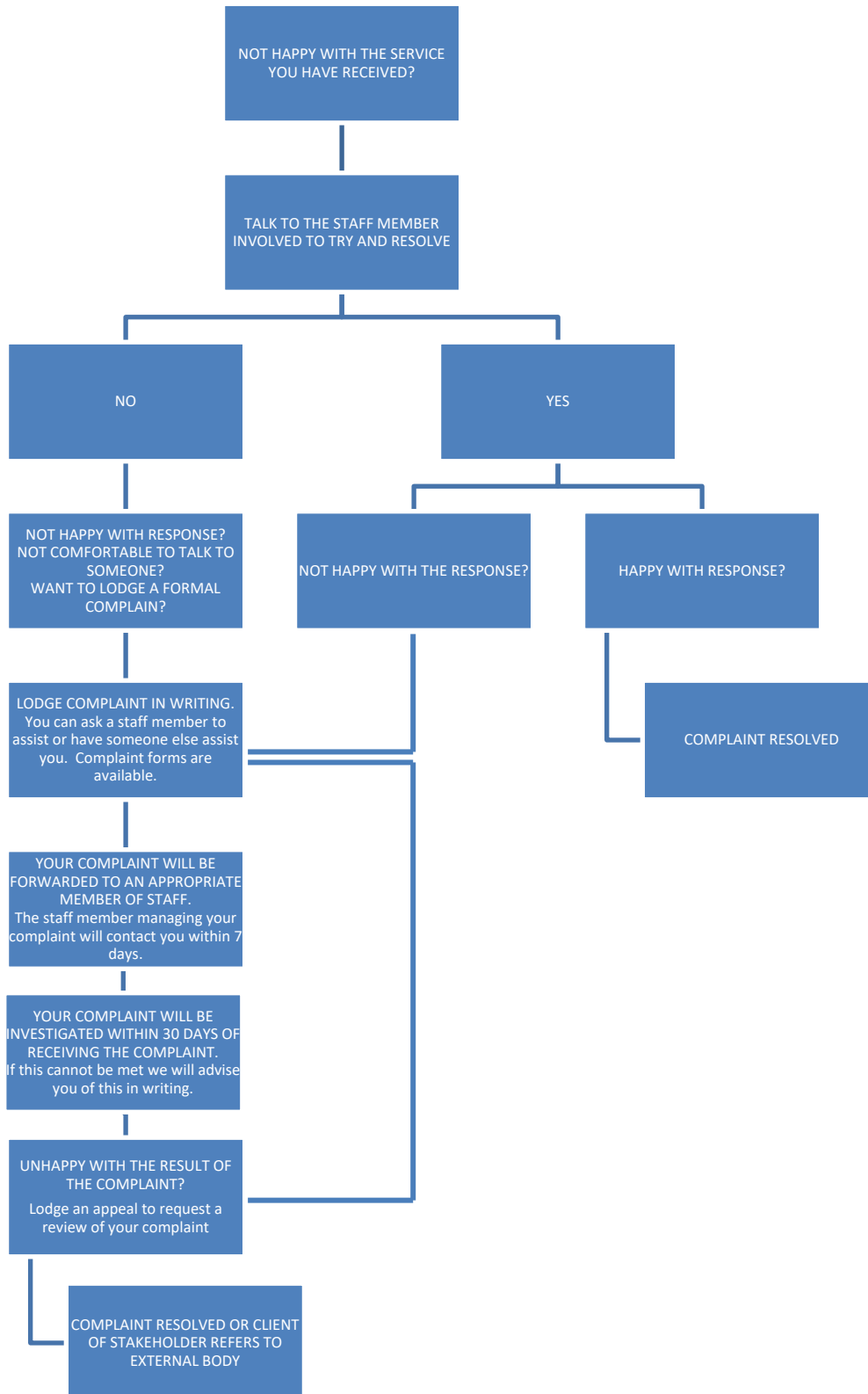




## HOW TO MAKE A COMPLAINT WITH QUIHN





QuiHN aims to provide a range of services to clients and other stakeholders. If you are not happy with QuiHN services, then you are able to make a complaint. QuiHN acknowledges clients and stakeholders have grounds for complaint if they believe they have not received the standard of care or services described or expected. QuiHN will continue to provide services to the complainant without fear of retribution, victimisation or disadvantage.

QuiHN understands that the subject of complaints may be sensitive in nature and we respect your right to confidentiality wherever possible. QuiHN may need to tell people that you have made a complaint – we will talk to you about this. QuiHN values all complaints because they help QuiHN improve its policies, systems and service delivery.

QuiHN aims to resolve complaints internally in the first instance. However, you may choose to exercise your right to complaint with other options external to QuiHN. The availability of external options does not prevent you in any way from choosing to deal with the matter through lodging a complaint internally with QuiHN first. Some external complaint options will require you to first lodge a complaint with QuiHN. A matter that is dealt with externally will not be dealt with under the Client Complaints Policy unless it is referred back to QuiHN by some external authority. Depending on the nature of your complaint, you may wish to also raise your complaint with the external agencies listed below.

## **EXTERNAL BODIES FOR COMPLAINTS**

Office of the Health Ombudsman  
PO Box 1328, George Street, Brisbane, QLD, 4003  
Telephone: 133 646 (131 OHO)  
Facsimile: (07) 3319 6350  
Email: [complaints@oho.qld.gov.au](mailto:complaints@oho.qld.gov.au)  
Web: [www.oho.qld.gov.au](http://www.oho.qld.gov.au)

Australian Government Office of the Australian Information Commissioner  
GPO Box 5218, Sydney, NSW, 2001  
Telephone: 1300 363 992  
Fax: 02 9284 9666  
Email: [enquiries@oaic.gov.au](mailto:enquiries@oaic.gov.au)  
Web: [www.oaic.gov.au](http://www.oaic.gov.au)

Queensland Human Rights Commission  
City East Post Shop, PO Box 15565, City East, QLD, 4002  
Telephone: 1300 130 670  
Fax: (07) 3193 9979  
Email: [enquiries@qhrc.qld.gov.au](mailto:enquiries@qhrc.qld.gov.au)  
Web: [www.adcq.qld.gov.au](http://www.adcq.qld.gov.au)

The Australian Human Rights Commission  
GPO Box 5218, Sydney, NSW, 2001  
Telephone: 1300 656 419  
Fax: 02 9284 9611  
Email: [infoservice@humanrights.gov.au](mailto:infoservice@humanrights.gov.au)  
Web: [www.humanrights.gov.au](http://www.humanrights.gov.au)

Office of Public Guardian  
Telephone: 1800 653 187  
SMS: 0418 740 186  
Email: [publicguardian@publicguardian.qld.gov.au](mailto:publicguardian@publicguardian.qld.gov.au)  
Web: [www.publicguardian.qld.gov.au](http://www.publicguardian.qld.gov.au)

Queensland Police Service  
Attention: State Coordinator, Complaint Management, GPO Box 1440, Brisbane, QLD, 4001  
Telephone: 131 444  
Web: [www.police.qld.gov.au](http://www.police.qld.gov.au)