

QuiHN Complaints

Information and Process for Clients



What is a complaint?

When you think QuiHN should have done something differently or something has not been done correctly, you can make a complaint.

What should I do if I have a complaint?

Let us know – Ring, write, email, speak.

What if my complaint is not fixed?

QuiHN will listen to what happened and what you want to happen next.

What happens to my complaint next?

QuiHN will investigate your complaint within 30 days. We will keep you updated about your complaint

What happens when QuiHN has investigated my complaint?

A staff member will speak to you about your complaint. If you are happy with this, then your complaint is fixed. If you are not happy with this, then you can ask us to look at your complaint again. If you are still not happy you can take your complaint to the organisations listed below.

Important things to know about your complaint

- If you are not happy then you can make a complaint.
- You can still access services if you make a complaint.
- Your complaint helps us improve our services.
- QuiHN respects your right to confidentiality as much as possible. QuiHN may need to tell people that you have made a complaint – we will talk to you about this.
- You can ask a support person, a friend, or a staff member to help you make a complaint.

You can speak to these services about your complaint:

If your complaint is about a health issue

- Office of the Health Ombudsman, Web: www.oho.qld.gov.au

If your complaint is about your personal information or your privacy

- Australian Government Office of the Australian Information Commissioner, Web: www.oaic.gov.au

If your complaint is about your rights as a person

- Queensland Human Rights Commission, Web: www.adcq.qld.gov.au
- The Australian Human Rights Commission, Web: www.humanrights.gov.au

If you have a disability or a mental health issue and you have experienced abuse or unfair treatment

- Office of Public Guardian, Web: www.publicguardian.qld.gov.au

If your complaint is about a legal issue or crime

- Queensland Police Service, Web: www.police.qld.gov.au



How to contact QuiHN about your complaint:



Email:
quihn@quihn.org



Web:
www.quihn.org



Phone:
3620 8111 or FREECALL 1800 172 076