



## Women's Health Information and Referral Service Central Queensland Inc.

**Location:** 225 Bolsover Street, Rockhampton

**Mailing Address:** PO Box 472 Rockhampton QLD 4700

**Phone:** 4922 6585 or 1800 017 382

**Email:** [reception@whccq.org.au](mailto:reception@whccq.org.au)

**Web:** [www.womenshealthrockhampton.com](http://www.womenshealthrockhampton.com)

# Feedback, Complaints and Appeals

## Women's Health Information & Referral Service Central Queensland Inc. (WHIRSCQ)

### Our Commitment (HSQF 5.1–5.4)

WHIRSCQ values feedback, complaints and appeals as essential to improving our services, systems, and practices. We welcome your input about what we do well and how we can do better.

Our complaints system is designed to be:

- Accessible
- Fair and responsive
- Timely
- Confidential
- Respectful

We are committed to upholding the safety, dignity, rights, and wellbeing of all people engaging with our services.

### Your Rights

You have the right to:

- Provide feedback or make a complaint without fear of disadvantage
- Be treated with dignity and respect
- Receive a timely and fair response
- Be supported to make a complaint or appeal
- Have your privacy protected

WHIRSCQ will not reduce or withdraw services because you have made, or supported, a complaint.

### Who Can Make a Complaint

Complaints, feedback, or appeals may be made by:

- Current or former clients
- Family members, carers, advocates, or representatives
- Staff, volunteers, or Board members
- Members of the public

Our Mission is to Support ❖ Create ❖ Share

Women's Health Information & Referral Service CQ Inc. ABN 63 464 913 092

Funded by: QLD Government Department of Families, Seniors, Disability Services and Child Safety



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### How to Provide Feedback or Make a Complaint

You can contact us in a way that suits you:

- In person
- By phone
- By email
- In writing
- Using a WHIRSCQ form
- Through an advocate, interpreter, or support person
- Anonymously (if preferred)

We can assist you to record your concern if needed.

### Support to Make a Complaint

We will support you by:

- Explaining the process in a clear and accessible way
- Assisting with written complaints
- Providing interpreter or translation services
- Supporting access to an advocate or representative
- Offering information about external complaint options

### How Complaints Are Managed

We take all concerns seriously and aim to resolve them promptly.

Our approach includes:

- Listening respectfully and clarifying the issue
- Assessing risk and urgency
- Resolving issues early where appropriate
- Investigating more complex matters fairly and impartially
- Applying procedural fairness (natural justice)
- Taking appropriate action and identifying improvements

You will be informed of:

- The process and next steps
- Expected timeframes
- Outcomes and any actions taken

### Safety and Escalation

Matters involving risk (including child safety, serious harm, misconduct, discrimination, or privacy concerns) will be:

- Escalated immediately
- Managed in line with legal and organisational requirements

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### Confidentiality and Privacy

Your information will be handled confidentially and securely.

Information will only be shared where necessary to respond to your complaint or where required by law.

### Appeals and External Complaints

If you are not satisfied with our response, you can:

- Request an internal review (appeal), or
- Make a complaint to an external organisation

External options may include:

- Relevant government department or funding body
- Office of the Health Ombudsman
- Queensland Human Rights Commission
- Queensland Police (if applicable)
- Other appropriate authorities

### Human Rights complaints:

You may make a complaint to the **Queensland Human Rights Commission** if:

- **45 days have passed**, and
- You have either **not received a response**, or
- You consider the response **unsatisfactory or inadequate**

WHIRSCQ will provide information and support to help you access external complaint pathways if you choose.

### No Disadvantage

You will continue to receive services while your complaint is being managed, unless a change is required for safety or legal reasons.

No person will be treated unfairly for making a complaint or appeal.

### Continuous Improvement (HSQF Evidence Requirement)

We use feedback and complaints to improve services by:

- Monitoring complaint trends and recurring issues
- Identifying risks and system gaps
- Updating policies, procedures, and practices
- Reporting de-identified data to the Board
- Informing staff training and organisational improvements

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### Contact Us

To provide feedback or make a complaint, contact:

#### Manager

Women's Health Information & Referral Service CQ Inc. (WHIRSCQ)  
([manager-rok@whccw.org.au](mailto:manager-rok@whccw.org.au))

### Review

This statement is reviewed regularly to ensure compliance with legislation, funding requirements, and the Human Services Quality Framework (HSQF).

V24062026