



Your Voice. Your Rights.

Making a complaint about our service

At Gold Coast Centre Against Sexual Violence (GCCASV), we want everyone accessing our service to feel safe, respected and heard.

If you are unhappy with any aspect of our service, you have the right to make a complaint.

You can make a complaint directly to GCCASV or contact an external complaints agency.

Making a complaint will not affect your access to our services. You will not be treated unfairly or disadvantaged for raising a concern.

External complaints agencies

Department of Families, Seniors, Disability Services and Child Safety

Our Queensland Government funding body. You can contact the department with concerns or complaints about the services GCCASV provides.

Phone: 1800 080 464

Email: feedback@families.qld.gov.au

Website: www.families.qld.gov.au/contact-us/compliments-complaints

Office of the Victims' Commissioner

You can contact the Victims' Commissioner if you believe your rights under Queensland's Charter of Victims' Rights have not been upheld.

Phone: 1800 714 100

Website: www.victimscommissioner.qld.gov.au

Queensland Human Rights Commission

You can contact the Commission about discrimination or possible breaches of your human rights.

For complaints under the *Human Rights Act 2019 (Qld)*, you generally need to complain to the organisation first. If 45 business days have passed and you have not received a response, or you consider the response inadequate, you can complain to the Commission.

Phone: 1300 130 670

Website: www.ghrc.qld.gov.au

Need help making a complaint?

You can make a complaint verbally, in writing or with the help of someone you trust.

We can provide information about your options and help you access an advocate, interpreter, support person or other assistance if needed.

You have the right to speak up, be heard and seek an independent response.

For more information about making a complaint directly to GCCASV, please speak with reception or ask for a copy of our Complaints Policy and Procedure.