

## YOUR VOICE MATTERS!

**Whitsunday Counselling and Support Service is committed to facilitating our clients' right to make a complaint about our service. Below is information about where you can provide feedback or complaints**

### Feedback or Complaints to WCS

For feedback or complaints about our service you can either:

scan the QR code  
or



email your feedback or complaint to:  
[admin@whitsundaycs.com.au](mailto:admin@whitsundaycs.com.au)

### Funding Body Complaints

If you are not satisfied with Whitsunday Counselling and Supports response you can contact our funding body via email, telephone or by post by contacting:

- Families and Child Safety  
[feedback@families.qld.gov.au](mailto:feedback@families.qld.gov.au)
- 13 QGOV (13 74 68), to reach a 24/7 government customer service phonenumber
- Families and Child Safety on (07) 3097 5201 during business hours

### Privacy Complaints

For complaints regarding privacy breaches, you can contact:

Queensland Ombudsman  
[rtiandprivacy@ombudsman.qld.gov.au](mailto:rtiandprivacy@ombudsman.qld.gov.au)

Office of the Australia Information Commissioner  
[oaicintake@oaic.gov.au](mailto:oaicintake@oaic.gov.au)



### Human Rights Commission Complaints

Complaints about Human Rights can be made directly to the QLD Human Rights Commission. Information regarding how to make a Human Rights Complaint can be found below:

[ghrc.qld.gov.au/complaints/making-a-complaint](http://ghrc.qld.gov.au/complaints/making-a-complaint)



### Charter of Victims' Rights

You can make a complaint about a breach of your rights under the Charter of Victims' Rights in Queensland if you believe your rights as a victim

of violent crime have been breached. Complaints to the Office of the Victims Commission.

Information regarding how to make a complaint to the Victims Commissioner can be found below:

[victimscommissioner.qld.gov.au/make-a-complaint/complaints](http://victimscommissioner.qld.gov.au/make-a-complaint/complaints)



**You can find our Complaints Policy**  
<https://www.whitsundaycs.com.au/>