

More information on each agency continued

The **Crime and Misconduct Commission** accepts complaints about official misconduct of public officials in state government departments and agencies, local government, the Queensland Police Service and members of State Parliament. When making a complaint, make sure:

- it relates to an activity that could be a criminal offence or serious enough to warrant dismissing the officer concerned
- you give as much information and documentation as possible.

The **Queensland Ombudsman** deals with complaints about the decisions of public sector agencies. The Office:

- helps people resolve their concerns or complaints about the decisions or actions of state government departments, agencies or local councils
- deals with complaints received by phone, in person, by letter, fax or email
- helps agencies improve the quality of their administration and decision making.

Access to Translating and Interpreting Service

Each agency offers access to the Translating and Interpreting Service (TIS) if you require interpreting assistance.

This service is available on 131 450.

Who to contact for help with your complaint

Anti-Discrimination Commission Queensland

Ph: 1300 130 670

TTY: 1300 130 680

Fax: 07 3247 0960

Post: PO Box 2122, Milton Q 4064

Website: www.adcq.qld.gov.au

Commission for Children and Young People and Child Guardian

Ph: 07 3247 5525

Freecall: 1800 688 275

Fax: 07 3247 5507

Post: PO Box 12671, Brisbane George St Q 4003

Website: www.ccypcg.qld.gov.au

Crime and Misconduct Commission

Ph: 07 3360 6060

Freecall: 1800 061 611

Fax: 07 3360 6333

Post: GPO Box 3123, Brisbane Q 4001

Website: www.cmc.qld.gov.au

Health Rights Commission

Ph: 07 3234 0272

Freecall: 1800 077 308

TTY: 07 3225 2559

Fax: 07 3234 0333

Post: GPO Box 3089, Brisbane Q 4001

Website: www.hrc.qld.gov.au

Queensland Ombudsman

Ph: 07 3005 7000

Freecall: 1800 068 908

Fax: 07 3005 7067

Post: GPO Box 3314, Brisbane Qld 4001

Website: www.ombudsman.qld.gov.au

It's **OK** to complain

**your rights
are our
concern**

With thanks to SBS Language Services for their support in translating this brochure.

CCYPCG AUGUST 03-078

a joint initiative of
Queensland Commissions and the Ombudsman

Your rights

It's OK to complain when you are not happy with a service or believe you have been treated unfairly. Your complaint can make a difference.

If you have a problem with a service, you can tell us and we will try to help. Each agency deals with different complaints.

Our services are free, independent and available Queensland-wide.

I have a problem - who do I complain to?

Unfair treatment due to disability, sex, race, religion, etc.?

Call the Anti-Discrimination Commission

Under 18 and have a problem with a service?

Call the Commission for Children and Young People

Suspect corruption, bribery or official misconduct connected with a police officer or a public official?

Call the Crime and Misconduct Commission

Have a problem with a health service?

Call the Health Rights Commission

Unhappy with a decision or action of a state government agency, department or local council?

Call the Queensland Ombudsman

Each agency is happy to deal with your complaint.

How complaints are handled

Each agency will try to make it as easy as possible to deal with your complaint. Each agency follows a similar process when investigating complaints.



More information about each agency

Anti-Discrimination Commission deals with discrimination, sexual harassment and acts of public hatred. Discrimination can be illegal if it happens because of your:

- race
- age
- pregnancy
- breastfeeding
- relationship status
- sex
- religious beliefs
- trade union activity
- disability
- sexuality
- family responsibilities
- parental status
- gender identity
- political beliefs
- lawful sexual activity.

The **Commission for Children and Young People and Child Guardian** advocate for the rights, interests and wellbeing of children and young people by:

- receiving and investigating complaints
- running a statewide Community Visitor program
- monitoring and promoting laws, policies and practices impacting on children and young people
- screening people in certain categories of child-related employment
- researching issues affecting children
- reviewing and maintaining a register of child deaths.

The **Health Rights Commission** deals with concerns and complaints about health care or treatment in Queensland. Complaints:

- must be raised with us within 12 months of knowing about the problem
- may be made about any aspect of care, e.g. treatment, diagnosis, communication or access
- can be made about public or private health services.