

Feedback and Complaints

We value your feedback. Making a complaint or offering your suggestions can help us improve our service. Your complaint will be dealt with in a timely and confidential manner and will only be discussed with the people directly involved.

If you have feedback about Women's Health & Equality Queensland, you can talk to any of our staff. If you are not happy with the response you receive, you can speak to the Women's Wellbeing Team leader. If you are not happy with this response you can speak with the CEO of WHEQ. All complaints and feedback can be given anonymously.

There are several ways to offer feedback or make complaints:

- Talk with a staff member at WHEQ directly either in person, over the phone or via online video link:
- Fill out the WHEQ Survey Monkey Link.
- Put your thoughts in writing. You can ask for a feedback form or simply write a letter. Our staff will assist you if you ask them. Give your form to any staff member or:

Email: health@wheq.org.au

or: admin@wheq.org.au

Mail:

PO BOX 70

Greenslopes, Meanjin, QLD, 4120



If you are still not satisfied after your complaint has been responded to, you can contact external bodies.

All staff members of Women's Health & Equality Queensland can advise you if you are unsure which external agency to contact. If you feel uncomfortable about making a complaint on your own Women's Health & Equality Queensland encourages you to use an advocate.

The external bodies include the following:

Department of Justice and Attorney-General

Phone: 13 74 68

Email: mailbox@justice.qld.gov.au

Queensland Ombudsman

Phone: [07 3005 7000](tel:0730057000) or [1800 068 908](tel:1800068908) (Toll free)

Online: <https://www.ombudsman.qld.gov.au/about-us/contact-us>

