Our Mission



Our Philosophy

Women's Legal Service (WLS) is committed to the creation of a society in which every woman:

- is safe from violence
- is able to tell her story, have it heard and respected
- receives a fair and just outcome from legal and social welfare systems.



LGBTIQ Friendly



Women's Legal Service respectfully acknowledges the traditional peoples and homelands of the Jagera and Turrbul.

Our service strives to respect and embrace the Elders, holders and keepers of the traditional authorities. We commit to assisting and supporting all First Nations women.

Women's Legal Service encourages, wherever possible, a women's only space in our offices.

Contacting Us



8 Ponsonby Street, Annerley, Brisbane QLD 4103

(Cnr Ponsonby St and Ipswich Rd, entrance via Ponsonby St).

Our premises have wheelchair access.





Mail: PO Box 119, Annerley QLD 4103 Email: admin@wlsq.org.au Website: www.wlsq.org.au



Administration Line

Phone: (07) 3392 0644 **Fax:** (07) 3392 0658

Helpline

Phone: 1800 WLS WLS (1800 957 957)

Monday - Friday, 9am - 3pm



Rural Regional Remote Advice Line

Phone: 1800 457 117 Tuesday 9:30am - 1:30pm



Women's Legal Service QLD

How to Provide Feedback





Making a Complaint

As a client of Women's Legal Service (WLS) you have the right to make a complaint and have complaints dealt with in a respectful, fair and timely manner.

Women's Legal Service welcomes your feedback, whether positive or negative, to inform service reviews and improvements.



Resolving Complaints

WLS recognises that many complaints can be resolved through informal discussion with a staff member.

Depending on the seriousness of the complaint, the staff member may seek your permission to discuss the matter with their supervisor and/or the CEO.

If you are not satisfied with the informal resolution, or if you are not comfortable raising your complaint with the staff member, you can make a complaint directly to the CEO of WLS.

Complaint Procedure

To make a formal complaint about any aspect of Women's Legal Service, you can contact the CEO.

A complaint may be made to Women's Legal Service:



in person with the relevant staff member or CEO



by phone on: (07) 3392 0644



by post to: PO Box 119, Annerley QLD 4103



by email to: feedback@wlsq.org.au

Upon receiving a complaint, the CEO will:

- **1.** document your complaint
- 2. write to you to confirm we have received your complaint and explain what is being done to resolve your complaint.

Wherever possible, complaints will be investigated and resolved within 28 days.

Complaint Review



If you are not satisfied by the proposed resolution of a complaint, you may seek a complaint review.

Complaint reviews can be requested by writing to the President of the Management Committee.

Confidentiality

All information regarding your complaint will be kept private to those directly involved in the complaint and its resolution.

My Notes:	•••••	
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