


## WHERE?

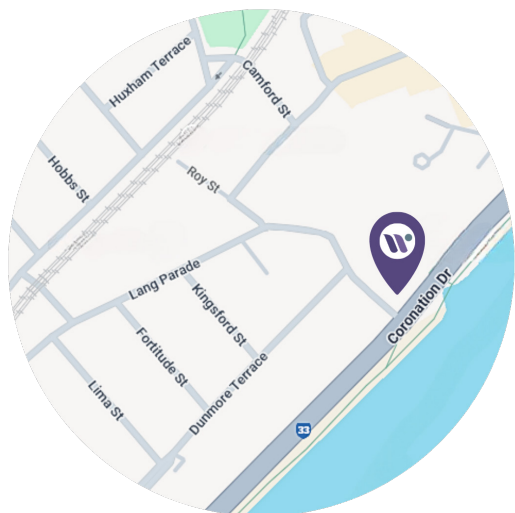
### HEAD OFFICE:

 Level 3, 349 Coronation Drive,  
Milton, QLD 4064

### WITH ADDITIONAL LOCATIONS AT:

- Brisbane City
- Ipswich
- Gold Coast
- Caboolture

Our premises have wheelchair access.



### PUBLIC TRANSPORT OPTIONS

Please contact Translink for timetable details on [www.translink.com.au](http://www.translink.com.au) or 13 12 30.

Our closest bus stop is Stop 7 outside our building on Coronation Drive. The closest train station is Auchenflower, about an 800m, 9-minute walk.

## CONTACT US

### STATEWIDE LEGAL ADVICE HELPLINE:

1800 WLS WLS (1800 957 957)

Monday – Friday: 9am – 4.30pm

Information and appointments for women.

### OFFICE HOURS:


Monday – Friday: 9am – 5pm

We are closed on public holidays.

\*Please note legal advice cannot be provided via the administration line or email.

### ADMINISTRATION LINE:

 (07) 3392 0644  (07) 3392 0658

 PO Box 1172, Milton QLD 4064

 [admin@wlsq.org.au](mailto:admin@wlsq.org.au)  [www.wlsq.org.au](http://www.wlsq.org.au)

### CONNECT HERE:

 [womenslegalservice](https://www.facebook.com/womenslegalservice)

 [Women's Legal Service Queensland](https://www.linkedin.com/company/womens-legal-service-queensland)

 [womenslegalservicequeensland](https://www.instagram.com/womenslegalservicequeensland)

### FUNDED BY:



Women's  
Legal Service Qld

# HOW TO PROVIDE FEEDBACK

## PROVIDING FEEDBACK

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

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



## RESOLVING COMPLAINTS

Women's Legal Service Queensland 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 Women's Legal Service Queensland.



WLSQ respectfully acknowledges the Traditional Custodians of the land on which we live and work. We pay our deepest respects to elders, past, present and emerging, and recognise their continuing connection to the land, waters and culture. We especially honour First Nations women and the traditions they carry.

## COMPLAINT PROCEDURE

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

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



#### IN PERSON:

with the relevant staff member or CEO



#### BY PHONE ON:

(07) 3392 0644



#### BY POST TO:

PO Box 1172, Milton QLD 4064



#### BY EMAIL TO:

feedback@wlsq.org.au

### Upon receiving a complaint, Women's Legal Service Queensland 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.

## CONFIDENTIALITY

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

## 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 Chair of the board.

### Your rights as a victim of a violent crime:

The Office of the Victims' Commissioner has detailed information to help victims of violent crime understand their rights.

The Charter underscores the commitment of all Queensland agencies to treating all victims of violent crime with consistency and care, minimising the risk of further trauma.

If a victim believes their rights under the Charter have not been upheld, they can:

- Make a complaint to the agency that they believe didn't uphold their right or
- Make a complaint to the Office of the Victims' Commissioner.

### For more information:

<https://www.victimscommissioner.qld.gov.au>



Office of the  
Victims' Commissioner



CONTACT US  
FOR MORE  
INFORMATION

