

## 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](http://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](http://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](http://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](http://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](http://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.

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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.