

## Making a complaint

DVPC wants to make sure that the services we provide work for the people who use them. If you are unhappy or dissatisfied with what we did or didn't do, you have the right to make a complaint without fear of reprisal. All complaints will be investigated and will be treated confidentially.

You can make a complaint in writing to the CEO, or at [feedback@domesticviolence.com.au](mailto:feedback@domesticviolence.com.au), or PO Box 3258 Australia Fair, Southport QLD 4215.

If you are unhappy about the way your complaint has been dealt with or the outcome you can also contact DVPC's funding body at:

### Integration Manager Beenleigh

### Women's Safety and Violence Prevention

### (Level 19, State Law Building)

### Department of Justice and Attorney-General

### GPO Box 149, Brisbane QLD 4001

Alternatively, this link is also available: [www.justice.qld.gov.au/about-us/contact/compliments-complaints](http://www.justice.qld.gov.au/about-us/contact/compliments-complaints)

If your complaint is about a breach or limiting of your rights under the Human Rights Act 2019 (Queensland) and you are unhappy with the outcome of the DVPC complaints process you can lodge a complaint with the Human Rights Commission.

For more details visit: [www.qhrc.qld.gov.au](http://www.qhrc.qld.gov.au)

## IN AN EMERGENCY DIAL: 000



Domestic Violence Prevention Centre Gold Coast Inc.

**Contact us on:** 07 5532 9000  
or 07 5591 4222

[feedback@domesticviolence.com.au](mailto:feedback@domesticviolence.com.au)

PO Box 3258 Australia Fair  
Southport QLD 4215

**[www.domesticviolence.com.au](http://www.domesticviolence.com.au)**

## Other useful phone numbers

### DVconnect - Womensline

(24 hours, 7 days) 1800 811 811

### Women's Legal Service

1800 677 278 or (07) 3392 0670

### Legal Aid & Women's Legal Aid Queensland

1300 651 188

### Multicultural Families Organisation (MFO)

(07) 5571 0381

### Police Prosecutions

(07) 5571 4383

### Queensland Law Society

(07) 3842 5842

### Southport Magistrates Court

1300 516 700

### Coolangatta Magistrates Court

(07) 5569 3040



DVPC is located on Kombumerri Country on the traditional lands of the Kombumerri Saltwater people. We acknowledge and pay respects to the Kombumerri traditional custodians and their Elders, past and present.



This brochure is funded by the Department of Child Safety, Youth and Women.

# We're listening...

If you have feedback, a compliment or a complaint, about the service or the support you received at DVPC, we want to hear from you!



Produced by the Domestic Violence Prevention Centre Gold Coast Inc. (GCDVPC Inc.)  
Please enquire about our Privacy Policy

## About DVPC

The Domestic Violence Prevention Centre Gold Coast Inc. (DVPC) provides a range of services from Beenleigh to Coolangatta, for women, young people and children who are experiencing or have, experienced domestic and family violence. Services are free and confidential and include counselling, support and risk assessment and safety planning, information and referral to other appropriate services.

**If you still have questions about the feedback or complaint process after reading this brochure please email us on: [feedback@domesticviolence.com.au](mailto:feedback@domesticviolence.com.au) or [info@domesticviolence.com.au](mailto:info@domesticviolence.com.au)**

## Can I get support to make a complaint or give feedback?

- You can ask for a Domestic Violence Advocate to assist you to write your feedback or complaint
- You can nominate another person or a organisation to support you or advocate on your behalf.
- We can arrange an interpreter or you can contact us through the Translating and Interpreting Service on 131 450.
- If you are deaf, or have a hearing or speech impairment, contact us through the National Relay Service. For more information on this service, visit [www.relayservice.gov.au](http://www.relayservice.gov.au)

## What information should I include with my complaint?

When you are making a complaint it is helpful for us to know:

- your name;
- the best way to contact you;
- what happened and when;
- who was involved;
- what are you concerned about; and
- what you would like to happen.

## What will happen after I make a complaint?

We will acknowledge your complaint in writing within seven working days and record your complaint on a register.

Sometimes a complaint can be solved immediately and sometimes we will need to contact you for some more information about the issue.

When we investigate your complaint we may need to speak to staff, review our files or speak to other people who have been involved.

We will provide you a response in writing after the investigation has been finalised.

If we are unable to resolve your issue within 28 days, we will let you know and keep you informed of progress.

All complaints and their outcomes are documented and stored in a secure and confidential place. We use this information as part of our service review process and our Continuous Improvement Process.

## Your feedback is important to us

Feedback helps us to work out what we are doing right and what we could do better. It gives us the chance to improve our services for you.

You can provide feedback by:

- calling the service on 07 5591 4222 or 07 5532 9000 and speaking to one of the team;
- speaking to the Domestic Violence Advocate you are working with or ask to speak to a Manager;
- completing the client survey when you are at the service;
- sending your feedback to: PO Box 3258 Australia Fair, Southport, QLD 4215;
- emailing your feedback to: [feedback@domesticviolence.com.au](mailto:feedback@domesticviolence.com.au); or
- participating in a focus group.

## What will happen if i give negative feedback?

Making a complaint or telling us that you were unhappy with the services you received will not disadvantage you in anyway. DVPC welcomes feedback and complaints and has processes to respond to your complaint professionally and openly.