

## The rights of service users:

- to be believed;
- to be treated with respect and consideration;
- to privacy and confidentiality - a service user's personal information, including address and telephone number, will not be disclosed unless authorised by law;
- to ask questions, challenge your counsellor;
- to be informed about your options, and have your decisions respected;
- to have their cultural needs acknowledged and respected;
- to refuse involvement in research or any other service offered;

## When you make a complaint you have the right to:

- fair and prompt investigation of any complaints you may have about the services you have received;
- make complaints without fear of being disadvantaged;
- make complaints verbally or in writing;
- have an advocate or a support person present if making a complaint;
- be informed of the outcome of your complaint.



## Information on how to make a complaint.



[www.laurelplace.com.au](http://www.laurelplace.com.au)

07 5443 4711

Laurel Place is  
committed to providing  
the best possible  
service to service users

It is important that we know if there have been problems with the service you or your family have received so that we can address the issues promptly.

If you have a complaint about the service you have received from Laurel Place there are several options available to you:

- You can speak with the worker directly;
- You can lodge a written complaint. Complaint forms are available upon request by phone or in person;

- You can contact the Manager by phoning 5443 4711 or by mail at PO Box 384 Cotton Tree Q 4558;
- You can write to the President of Laurel Place at PO Box 384 Cotton Tree Q 4558;
- The First Nations' Client Support Worker is available to support First Nations clients to address a complaint;
- You can access a support worker or an advocate who is independent of the service to assist you to make a complaint;
- If you are still not satisfied, you may contact the counsellor's registration board or professional body - this information can be obtained from reception by phone or in person;

If you are not satisfied with the process or the outcome of the complaint then you can contact our funding body:

***Department of Child Safety,  
Seniors &  
Disability Services  
on 13 74 68***

You can request that an independent mediation process be undertaken;

You can also contact:

***Queensland Human Rights  
Commission  
on 1300 130 670  
or [enquiries@qhrc.qld.gov.au](mailto:enquiries@qhrc.qld.gov.au)***

Or,

***Office of the Victim's  
Commissioner  
on 1800 714 100 or  
[contact@victimscommissioner.qld.gov.au](mailto:contact@victimscommissioner.qld.gov.au)***

If you need some advice you can contact:

***Office of the Health  
Ombudsman  
on 13 36 46  
or [www.oho.qld.gov.au](http://www.oho.qld.gov.au)***