

External Complaints Mechanism

If you believe you have not received a satisfactory resolution to your complaint, or if you want an alternative option to using the internal complaint procedure, you can direct your complaints or appeal to:

The Department of Justice and Attorney-General

Tel: 13 74 68

Email: mailbox@justice.qld.gov.au

Online form: www.justice.qld.gov.au/about-us/contact/compliments-complaints

Queensland Ombudsman

Tel: 1800 068 908 (free call)

Email: ombudsman@ombudsman.qld.gov.au

Online form: www.ombudsman.qld.gov.au/make-a-complaint

Queensland Human Rights Commission

Tel: 1300 130 670

Email: enquiries@qchr.qld.gov.au

Online: <https://www.qhrc.qld.gov.au/complaints/making-a-complaint>

Office of the Victims' Commissioner

Tel: 1800 714 100

Email: contact@victimscommissioner.qld.gov.au

Online:

<https://www.victimscommissioner.qld.gov.au/make-a-complaint/complaints>

If you believe your complaint is of a criminal nature, then you should contact the Queensland Police Service via Policelink Tel: 131 444.



Visit us

TOWNSVILLE

263 Ingham Road

Garbutt QLD 4814

Phone: 07 4721 2888

Email: admin@dvng.org.au

MOUNT ISA

The Old Courthouse Building

Isa Street

Mount Isa QLD 4825

Phone: 07 4743 0946

Email: AdminMTI@dvng.org.au

WWW.DVNQ.ORG.AU



DVNQ acknowledges the Traditional Custodians of the lands on which we live and work, and recognises the continuing connection to lands, waters, and communities.

We pay our respects to Elders past, present and emerging.

DVNQ is committed to inclusivity and advocacy, ensuring equitable access and respect for all people, regardless of cultural background, age, gender, sexuality, or disability.



DVNQ
SPECIALIST DOMESTIC VIOLENCE SERVICE

Your Feedback is Important to us

OPENING HOURS

Monday to Friday
8:30am - 4:30pm

Feedback and Complaints Procedure

DVNQ is committed to ensuring that any person or organisation using its services or affected by its operations has the right to provide feedback, lodge a complaint, or appeal a decision of the organisation. Concerns will be addressed in ways that ensure access and equity, fairness, accountability, and transparency. Feedback informs how best to support clients through the services we deliver.

You can provide feedback via this QR Code:



You can make a complaint by completing the form to the right.

Alternatively, you can write to the CEO at:

PO Box 6061, Townsville, QLD 4810
or email: CEO@dvng.org.au

If you wish to lodge an appeal following a decision made about a complaint, please write to the President of DVNQ at: PO Box 6061, Townsville, QLD 4810

Your complaint or appeal will be taken seriously and dealt with confidentially in line with the organisation's Complaints and Feedback Policy.

A formal response will be provided within 10 working days.

Feedback Form

Your feedback about our service provision can help us provide a better service to you. Please take a moment to fill out the following feedback form (please circle).

Was DVNQ easily accessible to you?	YES	NO
Were staff available when you needed them and were you made to feel comfortable?	YES	NO
Did the services available at DVNQ meet your needs?	YES	NO
Have you been given the opportunity to discuss what is important to you?	YES	NO
Did you receive information or referrals about other services and options to assist you to meet your needs?	YES	NO
Have you received a respectful and culturally appropriate service?	YES	NO
Do you feel you were listened to, respected and support in your decisions?	YES	NO
Are you aware of the DVNQ statement of "Your Rights, Responsibilities & Privacy"?	YES	NO
If yes, do you believe that DVNQ meets the statement adequately?	YES	NO
Were you informed that DVNQ is required to retain your information securely for a minimum of seven years?	YES	NO

THANK YOU FOR YOUR FEEDBACK

Upon completion, please pass on to a staff member or alternatively, send it to:
DVNQ, PO BOX 6061, TOWNSVILLE, QLD, 4810

COMMENTS

ANY FURTHER SUGGESTIONS?

YOUR NAME AND CONTACT DETAILS (IF YOU REQUIRE FEEDBACK):
