

Complaints Process



Pregnancy Counselling Link is committed to delivering a professional and caring telephone service to its clients. We respond to each caller in a sensitive and empathic manner, mindful of the distress our clients may be experiencing at the time.

If you are not happy with the service you have received, you may lodge a complaint. These procedures explain your rights and the information you need to deal with your complaint.

Do you have a complaint?

If so,

- Act quickly
- Make your complaint clear
- If possible, speak directly with the Pregnancy Counselling Link staff member first. Telephone (07) 3512 7999 to make an appointment.
- Write directly to Pregnancy Counselling Link, 35 Cambridge Street, Red Hill, 4059.

How will Pregnancy Counselling Link deal with your complaint?

Your concerns will be given priority and dealt with confidentially. They will be discussed with the person directly involved in the issue and referred to the Senior Counsellor/Business Manager.

What if you are not happy with the action taken by PCL?

You may refer your complaint to:

- **Chairperson of the Board of Management of Pregnancy Counselling & Education Services Inc.**
- **Department of Communities/Child Safety & Disability Services.**
- **Queensland Government Ombudsman on (07) 3005 7000.**
- **Client is not disadvantaged by contacting Department.**

Pregnancy Counselling Link | 35 Cambridge Street | Red Hill QLD 4059

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