

## 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?

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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?

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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?

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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

T 1800 777 690 | (07) 3512 7999 | E [info@pcl.org.au](mailto:info@pcl.org.au) | F (07) 3369 2799 | W [www.pcl.org.au](http://www.pcl.org.au)