

Grievance Process

Pregnancy Counselling Link is committed to delivering a professional and caring service to its clients. We respond to each client 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 grievance. These procedures explain your rights and the information you need to deal with your grievance.

Do you have a grievance?

If so,

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

How will Pregnancy Counselling Link deal with your grievance?

Your concerns will be given priority and dealt with confidentially. They will be discussed with the person directly involved in the issue by the Manager – Clinical Services.

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

You may refer your grievance to:

- **Chairperson of the Board of Management of Pregnancy Counselling & Education Services Inc.**
- **Department of Child Safety, Youth and Women.**
- **Queensland Government Ombudsman on (07) 3005 7000.**

Please note, a Client is not disadvantaged by contacting the Department.

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

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