



21 May 2018

Ms Elaine Pearson  
Australian Director  
Human Rights Watch  
PO Box 4278  
SYDNEY NSW 2001

Dear Ms Pearson

I would like to acknowledge the significant work of the Human Rights Watch (HRW) in advocating for the rights of prisoners.

The Office of the Chief Inspector (OCI) of Queensland Corrective Services (QCS) appreciates the important partnership with HRW and looks forward to ongoing collaboration to ensure the appropriate standards of treatment of prisoners are maintained throughout correctional centres in Queensland.

In order to maintain transparency and accountability, there are many avenues of complaint available to prisoners within correctional centres in Queensland. HRW is encouraged to provide prisoners (including relevant prisoners referred to in its report) any of the following contact details of agencies available to assist prisoners with complaints:

**OCI Official Visitors**

Prisoners direct line - autodial 17 on the ARUNTA system  
Alternative contact details - State Coordinator of the Official Visitors Scheme (07) 3239 6517

**Queensland Ombudsman's Office**

Prisoners direct line - autodial 1 on the ARUNTA system  
Alternative contact details - Phone: (07) 3005 7000, or freecall: 1800 068 908  
Email: [ombudsman@ombudsman.qld.gov.au](mailto:ombudsman@ombudsman.qld.gov.au)

**Crime and Corruption Commission**

Prisoners direct line - autodial 3 on the ARUNTA system  
Complaints can also be lodged online, via a complaint form or via email [complaints@ccc.qld.gov.au](mailto:complaints@ccc.qld.gov.au). For further details and access to the complaint form see: <http://www.ccc.qld.gov.au/corruption/report-corruption>  
Alternative contact details - Phone: (07) 3360 6060, or freecall: 1800 061 611

**Anti-discrimination Commission**

Complaints must be made in writing and can be lodged online or via a complaint form. For further details and access to the complaint form see <http://www.adcq.qld.gov.au/complaints/making-a-complaint/how-to-make-a-complaint>  
Alternative contact details – Freecall phone: 1300 130 670 to request a complaint form



**Queensland Police Service**

Complaints can be lodged online or by phoning Policelink on 131 444 who will complete the feedback form. For further details and access to the complaint form see: <https://www.police.qld.gov.au/online/ComplimentsandComplaints.htm>

**Office of Health Ombudsman**

Prisoners direct line - autodial 16 on the ARUNTA system  
Complaints can also be lodged online, via a complaint form or via email [complaints@oho.qld.gov.au](mailto:complaints@oho.qld.gov.au). For further details and access to the complaint form see: <http://www.oho.qld.gov.au/make-a-complaint/>  
Alternative contact details - Phone: 133 646

**QCS Ethical Standards Unit**

Email: [ESU@dcs.qld.gov.au](mailto:ESU@dcs.qld.gov.au)  
Phone: (07) 3836 0483

Into the future if anybody from HRW wishes to contact the OCI, or the Chief Inspector, directly please be advised the following email and phone numbers can be used:  
Email: [OCICorrespondence@dcs.qld.gov.au](mailto:OCICorrespondence@dcs.qld.gov.au)  
Phone: (07) 3239 3813

Yours sincerely

A handwritten signature in blue ink, appearing to read 'Samay Zhou'.

Samay Zhouand  
**Chief Inspector**

# CCC EXHIBIT