



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

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. 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. 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
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
Phone: (07) 3239 3813

Yours sincerely

A handwritten signature in blue ink, appearing to read 'Samay Zhou', with a stylized flourish at the end.

Samay Zhouand
Chief Inspector

CCC EXHIBIT