

Relationships Australia Queensland (RAQ) respects your right to express your opinion about our services and value the opportunity to hear about your experience with us. Whether it is a compliment, complaint, or suggestion it is important and contributes to the continuous improvement of our service delivery.

## Feedback

If you want to give a compliment, provide a suggestion, or make a complaint you can:

- Speak to an employee for support
- Email us at [complaints@raq.org.au](mailto:complaints@raq.org.au)
- Use the Contact Us Link on our website: [www.raq.org.au/contact](http://www.raq.org.au/contact)
- Complete the **Have your say brochure** available at any of our service delivery sites **OR**
- Call us on **1300 364 277**

Your feedback will be managed confidentially. You can choose to leave your feedback anonymously, however this means that we will not be able to acknowledge your feedback or respond to you.

## How we manage your feedback

Your Complaint	Acknowledgment within 5 working days and aim for a resolution within 30 working days
Your Compliment	Notify the person/program of your compliment and share it within RAQ to support best practice
Your Idea/Suggestion	Allocate to the correct individual/team or workgroup for consideration, notifying you of decisions and actions

## What if I am dissatisfied with the handling or resolution of my complaint?

You may escalate your complaint internally within RAQ by contacting the Manager – Legal Requests and Complaints:

- Email us at [complaints@raq.org.au](mailto:complaints@raq.org.au) **OR** call on 1300 364 277

## Your right to take your complaint further

If you are not satisfied with the outcome or resolution of your complaint, you can contact an external agency to assist you.

- A list of possible external complaints services and their contact details are listed on the next page. The one you would choose will be dependent on the particulars of your situation.

External Complaints Contacts	
<b>Queensland Government</b>	<p><b>State funded services</b> including: Children, Youth and Justice</p> <p>Phone: 13 74 68</p> <p>Online: <a href="https://www.complaints.services.qld.gov.au">https://www.complaints.services.qld.gov.au</a></p>
<b>Commonwealth Department of Social Services</b>	<p><b>Commonwealth Funded Services</b></p> <p>Phone: 1800 634 035</p> <p>Email: <a href="mailto:complaints@dss.gov.au">complaints@dss.gov.au</a></p> <p>Online: <a href="https://www.dss.gov.au/contact/feedback-compliments-complaints-and-enquiries/feedback-form">https://www.dss.gov.au/contact/feedback-compliments-complaints-and-enquiries/feedback-form</a></p>
<b>Victims Counselling Support Services</b>	<p><b>Victims Assist Queensland</b></p> <p>Phone: 1300 546 587</p> <p>Email: <a href="mailto:victimassist@justice.qld.gov.au">victimassist@justice.qld.gov.au</a></p> <p>Online: <a href="https://www.qld.gov.au/law/your-rights/victim-rights-and-complaints/victim-complaints">https://www.qld.gov.au/law/your-rights/victim-rights-and-complaints/victim-complaints</a></p>
<b>Office of the Australian Information Commissioner (OAIC)</b>	<p><b>Breaches of Privacy for personal or sensitive information</b></p> <p>Phone: 1300 363 992</p> <p>Email: <a href="mailto:enquiries@oaic.gov.au">enquiries@oaic.gov.au</a></p> <p>Online: <a href="https://forms.business.gov.au/smartforms/landing.htm?formCode=APC_PC">https://forms.business.gov.au/smartforms/landing.htm?formCode=APC_PC</a></p>
<b>Queensland Human Rights Commission</b>	<p><b>Discrimination and/or Human Rights</b></p> <p>Phone: 1300 130 670</p> <p>Email: <a href="mailto:info@ghrc.qld.gov.au">info@ghrc.qld.gov.au</a></p> <p>Online: <a href="https://www.ghrc.qld.gov.au/complaints/make-a-complaint">https://www.ghrc.qld.gov.au/complaints/make-a-complaint</a></p>

Important Numbers
<p><b>TTY:</b> 133 677</p> <p><b>Speak-and-listen (speech to speech relay):</b> 1300 555 727</p> <p><b>SMS Relay:</b> 0423 677 767</p> <p><b>Translating and Interpreting Services:</b> 131 450 and ask for the phone number of the service you require, as noted above.</p>