

Complaints and Feedback Information Sheet

Relationships Australia (Qld) respects your right to express your opinion about our services. We value the opportunity to hear about your experience with us. All feedback and complaints received from our clients contributes to our continuous improvement of our service delivery.

Feedback

If you wish to provide feedback, positive or negative, you may do so in a variety of different ways:

- speak to a Team Leader at any of our service delivery sites
- complete the Have Your Say brochure available at any of our service delivery sites
- email us at haveyoursay@raq.org.au
- call us on 1300 364 277
- use the Contact Us link on our website:
www.raq.org.au/contact
- send us a letter to:
General Manager of Client Outcomes and Quality Management
PO Box 4435, Eight Mile Plains QLD 4113

Your feedback will be treated as confidential and you will be offered the option to have your feedback formally acknowledged and responded to. 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.

Complaints

If you wish to make a complaint, we will treat it seriously and work with you to resolve your concerns promptly and fairly.

Step 1: You tell us about your concerns

You may choose to make a complaint in a variety of different ways:

- call us on 1300 364 277
- email us at complaints@raq.org.au
- speak to a Team Leader at any of our service delivery sites
- use the Contact Us link on our website:
www.raq.org.au/contact
- send us a letter to:
General Manager of Client Outcomes and Quality Management
PO Box 4435, Eight Mile Plains QLD 4113

Our staff members are able to help if you would like assistance to make a complaint. We can arrange interpreter services and other support services, if required.

Step 2: We contact you

We will contact you as soon as possible (within 5 working days) to let you know we have received your complaint and the next steps we intend to take to work through your concerns.

Step 3: We work with you to resolve your concerns

We may need to obtain more information from you or simply discuss your concerns further in order to work out the best outcome. In some cases we may also need to conduct an investigation into your complaint, which could involve several steps like reviewing files or notes, interviews with relevant staff members or multiple departments. This may take some time to complete (between 15 and 25 working days). However, there are some situations where

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we may need more time (up to 50 working days) to fully investigate your concerns. We will keep you informed of how long our investigation may take.

Step 4: A resolution is reached

We will work towards resolving your complaint as quickly as possible. Often a resolution is reached by further discussing the matter with you and mutually agreeing on an outcome. In other cases, we will write to you about the findings of any investigations we have undertaken and how we intend to improve our services as a result.

Most complaints will be resolved and finalised promptly (within 30 working days) from when we acknowledge receipt of your complaint.

Other complaints which require more steps before a resolution can be reached, may take longer to resolve (up to 65 working days) from when we acknowledge receipt of your complaint.

Your right to take it further

If, after going through our internal complaints process, you continue to be unhappy with how we have handled your concerns, you may take your complaint to:

Relationships Australia (Qld) Chief Executive Officer
(1300 364 277 or PO Box 4435, Eight Mile Plains QLD 4113); or

The funding body for the relevant program:

State programs - contact the Department of Communities, Child Safety and Disability Services by:

- Phone: 1800 080 464
- Email: feedback@communities.qld.gov.au
- Mail: Complaints Unit, Department of Communities, Child Safety and Disability Services, GPO Box 806, Brisbane QLD 4001

Commonwealth programs - contact the Department of Social Services by:

- Phone: 1800 634 035
- Email: complaints@dss.gov.au
- Mail: DSS Feedback, GPO Box 9820, Canberra ACT, 2601

If your complaint is regarding the handling of your personal or sensitive information you can contact the Office of the Australian Information Commissioner by:

- Phone: 1300 363 992
- Email: enquiries@oaic.gov.au
- Mail: GPO Box 5218, Sydney NSW, 2001