

Would you like a response?

If you would like us to contact you in relation to your feedback, please complete your details below.

Name: _____

Address: _____

Post Code: _____

Telephone: _____

Once you have completed this form, please place it in the feedback box at any Relationships Australia Venue, or send it to:

General Manager, Client Outcomes and Quality Management
Relationships Australia QLD
PO Box 4435
Eight Mile Plains QLD 4113

Relationships Australia's employees are happy to provide assistance for you to Have Your Say - please just ask.

The information you provide on this form will be used to conduct any necessary investigation into the issues raised, and for statistical purposes. Your privacy will be respected at all times.

If you have any questions, please contact the Head of Quality & Performance Analysis on 1300 364 277.

Relationships Australia is a leading provider of personal and relationship services, including counselling, mediation and support. We are a not-for-profit community organisation that has no religious affiliation.

Our qualified and skilled staff are committed to delivering effective practice and excellence in service that meets the quality standards prescribed by the Queensland and Federal Governments.

Our services are available over the telephone and face-to-face for all members of the community regardless of cultural background, gender, religion, age, sexual orientation or economic circumstances.

Relationships Australia[®]
QUEENSLAND

1300 364 277
www.raq.org.au

Mon-Fri: 8am-8pm
Sat: 10am-4pm
Relationships Australia QLD
ABN 38110 021 755

Funded by the Australian Government

Relationships Australia[®]
QUEENSLAND



1300 364 277
www.raq.org.au

Have Your Say

We want to hear about your experience with our service

Our Mission

To promote relationships that are respectful, fair and safe, particularly where people and communities are at risk or vulnerable.

We want to hear from you!

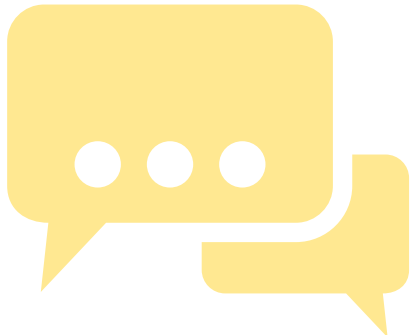
We value your feedback, positive or negative, and welcome the opportunity to effectively respond to you and improve the services we deliver.

If you wish to make a complaint, we are committed to dealing with complaints considerately, promptly, fairly, and with due regard to the gravity of the issues involved.

What will happen if you tell us about your experience?

Your feedback will be treated as serious and confidential.

You will assist Relationships Australia to continually improve the way we deliver services and acknowledge positive outcomes.



How to 'Have Your Say'

We can be contacted by telephone, post, or email:



Call us on 1300 364 277



Write to us at:
General Manager, Client Outcomes
and Quality Management
Relationships Australia
PO Box 4435
Eight Mile Plains QLD 4113



Email us at:
haveyoursay@raq.org.au



Use the Contact Us link on our website:
www.raq.org.au/contact

Alternatively, you may wish to use the Feedback Form attached to this brochure.

Relationships Australia strives to offer services that are supportive of the diverse needs of our clients. If you have particular needs, please discuss these with us as we may be able to identify ways to better support you. This may include needs specific to culturally or linguistically diverse backgrounds, being of Aboriginal or Torres Strait Island descent, holding particular spiritual beliefs, or having a disability.

Office Use Only

Date Received:

Received by:

File Number:

Have Your Say: Feedback Form

Date: ____ / ____ / ____

Which Relationships Australia venue did you attend?

How would you describe your experience with Relationships Australia?

How do you think our services could be of increased benefit in future?
