

# Complaints & Feedback

Relationships Australia Queensland (RAQ) Limited 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**

## How we manage your feedback

|                      |                                                                                                                |
|----------------------|----------------------------------------------------------------------------------------------------------------|
| Your Complaint       | Acknowledgement within 5 working days and aim for 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 us at [complaints@raq.org.au](mailto:complaints@raq.org.au) OR call us 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 a funding body or external agency to assist you.

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|---------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------|
| Queensland Government                             | If your complaint is about the Family Violence Prevention Program, Stopping Family Violence, Family Support Service (including Intensive Family Support Services and Tertiary Family Support Service), Gambling Help Service, Gambling Help Line, Elder Abuse Prevention Service, Senior Financial Protection Service or the Senior Social Connections Program                     | Phone: 13 74 68       |
| Commonwealth Department of Social Services        |                                                                                                                                                                                                                                                                                                                                                                                    | Phone: 1800 634 035   |
| Family Law Services                               | If your complaint is about a Family Law Service including Family and Relationship Services, Family Relationship Centres, Family Dispute Resolution, Regional Family Dispute Resolution, the Family Relationship Advice Line, Children’s Contact Services, Parenting Orders Program or Supporting Children After Separation Program, please contact Family Law Services complaints. | Phone: (02) 6141 6666 |
| Office of the Australian Information Commissioner | Breaches of Privacy for personal and sensitive information                                                                                                                                                                                                                                                                                                                         | Phone: 1300 363 992   |
| Queensland Human Rights Commission                | Discrimination and/or Human Rights                                                                                                                                                                                                                                                                                                                                                 | Phone: 1300 130 670   |