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

**Feedback**

If you wish to raise a complaint, compliment or suggestion you may do so in a variety of different ways:

* 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)
* Speak to a staff member at any of our service delivery sites for support
* Complete the ***Have your say*** brochure available at any of our service delivery sites
* Call us on 1300 364 277
* Send us a letter via:  
  *General Manager of Corporate Services*  
  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.

**How will your complaint be handled?**We will:

* Acknowledge your complaint within 5 working days
* Aim to resolve your complaint within 30 working days
* Ensure we keep you informed of the progress of your complaint, as necessary
* Where possible, work to find an agreeable solution

**How will my compliment be handled?**

We will:

* Let the person or program you have complimented know about it
* Share the compliment with everyone at RAQ to encourage best practice

**How will my idea / suggestion be handled?**

We will:

* Make sure the right person reviews the benefits of your idea / suggestion before we escalate it to a team, workgroup or individual, for consideration
* Notify you of any action or decision if you would like feedback

**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:

* Send us a letter to:  
  *Manager - Legal Requests and Complaints*  
  PO Box 4435, Eight Mile Plains Qld 4113
* Call on 1300 364 277
* Email us at [complaints@raq.org.au](mailto:complaints@raq.org.au)

**Your right to take it further**

If you have exhausted escalation opportunities within RAQ, you may request an external agency assist you to a resolution.

Department of Communities, Disability Services and Seniors

* Phone: 1800 080 464
* Email: [feedback@communities.qld.gov.au](mailto:feedback@communities.qld.gov.au)
* Mail: Complaints Unit, Department of Communities, Disability Services and Seniors, GPO Box 806, Brisbane Qld 4001

Department of Social Services

* Phone: 1800 634 035
* Email: [complaints@dss.gov.au](mailto:complaints@dss.gov.au)
* Mail: DSS Feedback, GPO Box 9820, Canberra ACT 2601

If your complaint is regarding the handling of your personal information you can contact the Office of the Information Commissioner Queensland

* Phone: (07) 3234 7373
* Email: [enquiries@oic.qld.gov.au](mailto:enquiries@oic.qld.gov.au)
* Mail: PO Box 10143, Adelaide Street, Brisbane Qld 4000

Victims Counselling Support Services – Contact Victims Assist Queensland

* Phone: 1300 546 587
* Email: [victimassist@justice.qld.gov.au](mailto:victimassist@justice.qld.gov.au)
* Online complaint form located at: <https://www.qld.gov.au/law/your-rights/victim-rights-and-complaints/victim-complaints>