

# COMPLAINTS & FEEDBACK

Relationships Australia (QLD) 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 **complaint, compliment 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 a staff member 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 or respond to you.

## How we manage your feedback:

Your complaint	Acknowledgement 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 right 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 it 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 below. The one you would choose will be dependent on the particulars of your situation.

## External Complaint Contacts

Qld Government	State funded services, including Children, Youth and Justice	Phone: 13 74 68
Commonwealth Department of Social Services	Commonwealth Funded Services	Phone: 1800 634 035
Victims Counselling Support Services	Victim Assist Queensland	Phone: 1300 546 587
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