

Client Feedback, Compliments & Complaints Information Sheet

recovered futures

FEEDBACK SUMMARY

Richmond Fellowship Queensland (RFQ) encourages feedback, compliments and complaints from people who use our service. This genuine feedback allows us to maintain and continuously improve the quality of our services to ensure they are meeting a high standard.

- When providing feedback you can be supported by another person such as a family member, friend, other support person or formal advocate.
- At any time you can take an appropriate complaint outside RFQ, to an advocate or legal body. RFQ will support you to find and use such services. (See the list over the page.)
- You will be kept informed regularly about what is happening with your complaint until it is finalised.
- When the complaint process is finalised and the reasons explained to you, if you are still not happy with the outcome you are able to lodge an appeal, RFQ will assist you in finding an advocate to help you in this process.
- You will not be penalised for making a complaint.

FEEDBACK PROCESS

STEP 1: TALK TO YOUR SUPPORT WORKER OR SENIOR PROGRAM STAFF

If the complaint is not sorted out or you don't feel comfortable talking to your worker or senior staff go to **Step 2**.

STEP 2: TALK TO THE MANAGER

Contact the Corporate Office – P 3363 2555 Option 1 - for the Manager's name. The Manager will try to sort out the problem informally by talking to the people involved.

If the complaint cannot be resolved informally then you can choose for it to enter a formal complaint process, with the support of the Manager.

Formal Complaint Process:

The Manager will record your complaint on a form and forward this to the CEO (Chief Executive Officer). Within 2 weeks RFQ will contact you to let you know what action is being taken to address your complaint. It will be dealt with according to RFQ policies and procedures.

RFQ takes complaints seriously and it is also important for you to take responsibility for any complaints you make. You will be kept informed regularly about how the Formal Complaint Process is progressing until it is finalised.

*If the complaint is not sorted out or you don't feel comfortable talking to your worker or Manager go to **Step 3**.*

STEP 3: REFER TO THE CHIEF EXECUTIVE (CEO)

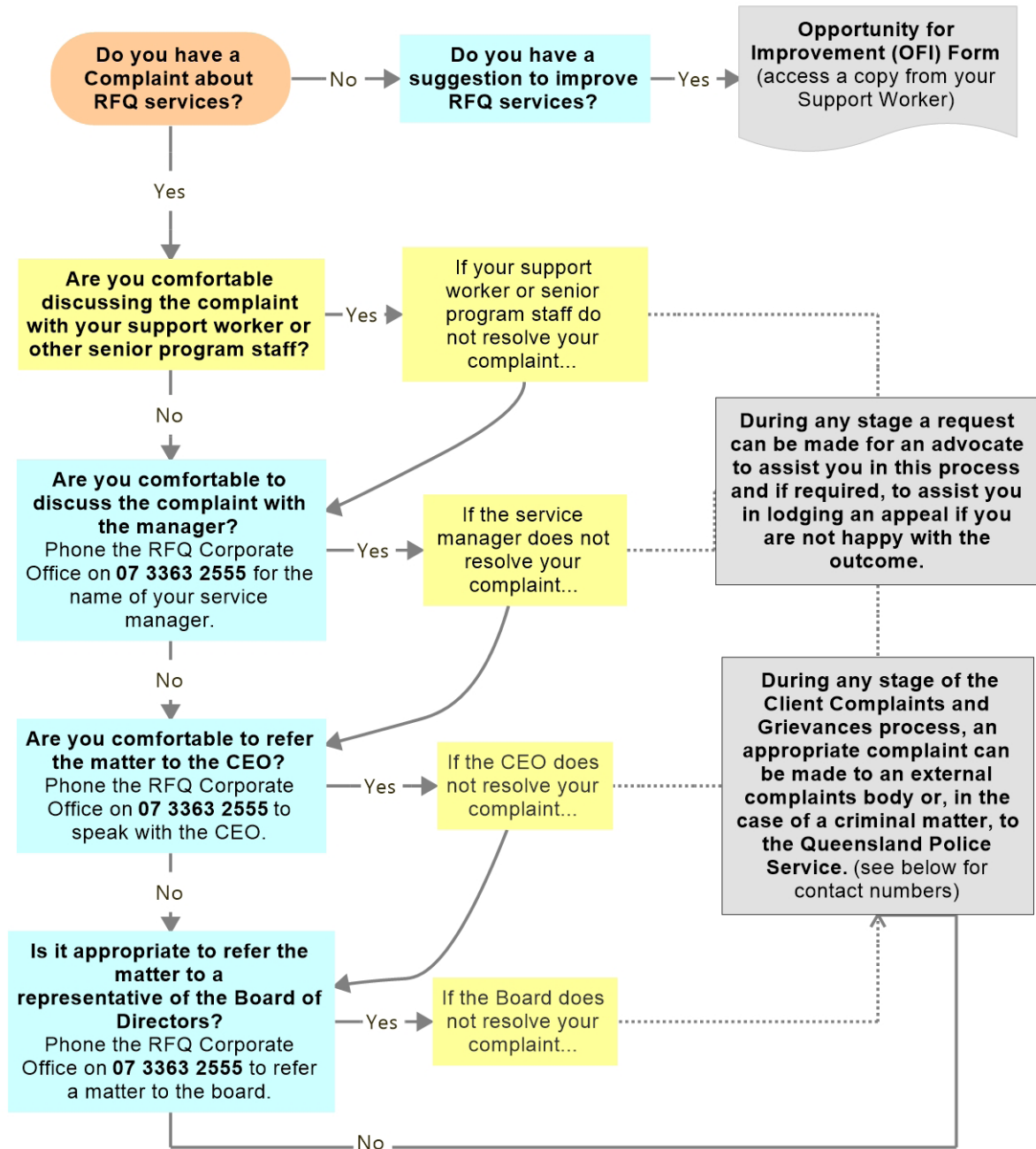
Contact the Corporate Office – Phone: 3363 2555 Option 1 - to talk to the CEO. The CEO will try to resolve the problem, informally or formally depending on what stage it is at. An independent person may investigate your complaint in the appropriate circumstances.

*If the complaint refers to the CEO or a Director of the Board go to **Step 4**.*

STEP 4: REFER YOUR COMPLAINT AS A DISPUTE TO RFQ'S BOARD OF DIRECTORS

The Board of Directors can help with your dispute by appointing a representative who can consider your complaint. An assessment will first be made to determine whether or not it is appropriate for the Board to be involved.

COMPLAINTS FLOWCHART



RECEIVING HELP FROM OUTSIDE RFQ

- If it is a **criminal matter** it should be taken to the Queensland Police Service.
- For an **independent mediation service**, you can contact:
The South Queensland Dispute Resolution Centre - Phone: 3239 6007 or 1800 017 288
The Wide Bay Dispute Resolution Centre - Phone: 4125 9225 or 1800 681 109
- For an **external advocate** you can contact Speaking Up For You Inc. (SUFY) (Phone: 3255 1244).
- For an **outside complaints body**, you can contact the Office of the Health Ombudsman.
Phone: 133 646 or visit www.oho.qld.gov.au.