

RFQ Feedback – Compliments & Complaints Process

Tell us about
your feedback –
compliment or
complaint



- To:
- your RFQ worker
 - a supervisor/ Manager
 - Head Office or the CEO

We will talk
to you about
your concerns
and work with
you to resolve
them

If necessary
we will
undertake a full
investigation

You will be
kept informed
about what is
happening with
your feedback or
complaint until
it is finalised

If you are
unhappy with the
outcome you can
request a review
by the Manager
or CEO

An independent
person may
investigate your
complaint in
the appropriate
circumstances

The CEO or
delegate will keep
you informed
regularly about
the outcome of
the review of
your feedback or
complaint

If your
complaint is still
not resolved you
can appeal to RFQ's
Board of Directors
or an external
authority



Richmond
Fellowship
Queensland

T: 07 3363 2555

E: feedback@rfq.com.au

W: www.rfq.com.au



EXTERNAL AUTHORITIES & AGENCIES

- 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 07 3239 6007 or 1800 017 288
 - The Wide Bay Dispute Resolution Centre - Phone 07 4125 9225 or 1800 681 109
- For an external advocate you can contact Speaking Up For You Inc. (SUFY) - Phone 07 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

NDIS Commission: Anyone (participant, family, friends, carers, advocates, workers, community member) can make a complaint about NDIS funded services directly to the NDIS Commission.

Call 1800 035 544 or complete the complaint contact form at www.ndiscommission.gov.au

Please refer to RFQ's Client Feedback – Compliments and Complaints Information Sheet on RFQ's website for more information.