

Client Complaints Information Sheet



SUMMARY

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

- When making a complaint you can be supported by another person such as a family member, friend, other support person or advocate.
- The RFQ complaints and resolution system is designed to ensure that all complaints are dealt with fairly and quickly.
- 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 about what is happening with your complaint including when it is finalised.
- When your complaint process is finalised and the outcome provided to you, if you are still not satisfied, 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.

RFQ takes complaints seriously, and it is also important for you to take responsibility for any complaints you make.

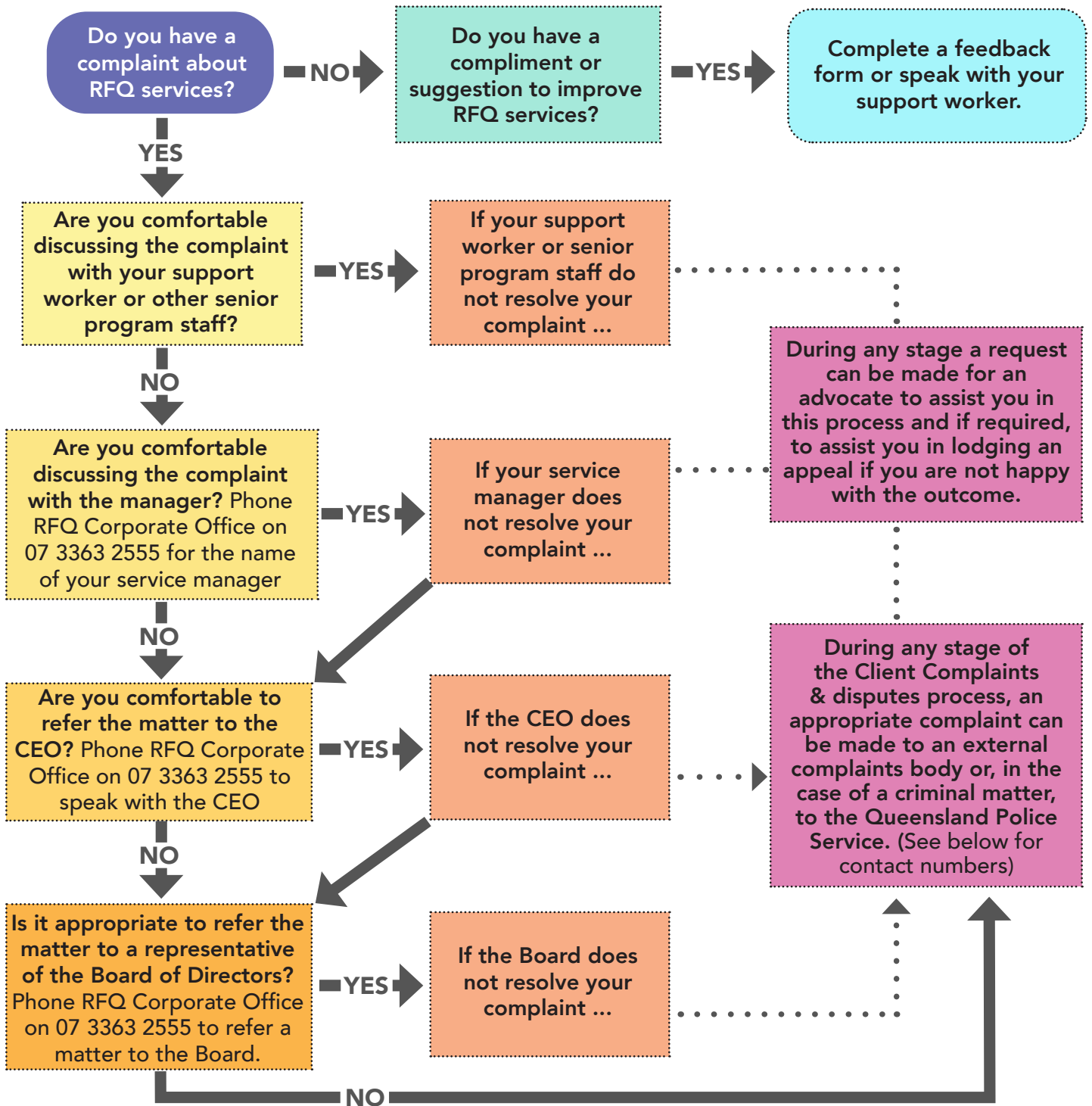
COMPLAINT PROCESS

- Talk to your support worker. If the complaint is not sorted, or you don't feel comfortable talking to your worker, you can talk to the manager of your service.
- You can contact the Corporate office on 3363 2555 to find out the manager's name.
- Contact the manager, who will try to sort out the problem by talking to the people involved.

You can make a complaint by using the RFQ Client Feedback Form or by phoning the Head office.

- If the complaint is not sorted out, or you don't feel comfortable talking to the manager, you can contact the CEO.
- Contact the Corporate office on 3363 2555 and ask to speak to the CEO. The CEO will try to resolve the problem.
- An independent person may investigate your complaint in the appropriate circumstances.
- If there is a complaint of misconduct by the CEO or Board Director, you can refer your complaint as a dispute to RFQ's Board of Directors. Contact the Corporate office on 3363 2555 to refer the matter to the Board. 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.
- Please also refer to the flowchart and external bodies list over page for further assistance.

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: 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