

# 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](mailto:feedback@rfq.com.au)

**W:** [www.rfq.com.au](http://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](http://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](http://www.ndiscommission.gov.au)

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