

Feedback Form

Compliments & Complaints

Date:

Your name (optional):

OR This feedback is anonymous

☐

I am a: Client

☐

Carer/Family

☐

Other (please specify)

RFQ will communicate with you in relation to your feedback, including providing you with information on progress and outcome. What are your best contact details?

Phone:

Email:

Postal address:

Note that if your feedback is anonymous, we will be unable to contact you about your feedback.

COMMENTS / FEEDBACK

My feedback is a

☐

Compliment

☐

Complaint

☐

Other:

Please attach a separate page if more space is required

IF APPLICABLE, WHAT IS YOUR PREFERRED OUTCOME?

Please return this form to an RFQ staff member or send to:

Feedback
RFQ Corporate Office
PO Box 655
Annerley QLD 4103

feedback@rfq.com.au



If you prefer to give verbal feedback, please contact the Manager of your service or call Head Office on 07 3363 2555. You can request a face to face meeting or provide feedback over the phone.

Client Feedback Compliments & Complaints

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.

You can provide your feedback, compliments or make a complaint:



Face to Face

You can speak directly to your Support Worker or request a time to meet with a Senior Worker, Manager or CEO by calling 07 3363 2555.



By phone

You can call your local RFQ office to speak with a Senior Worker or request to speak to the Manager. You can also call Head Office on 07 3363 2555 and advise you wish to provide feedback, a compliment, or make a complaint.



By Email

You can email feedback@rfq.com.au. You will receive a response within 48 hours acknowledging receipt of your feedback.



Note:

- You may request an alternate communication method, including the use of an interpreter if required.
- See RFQ's *Client Feedback – Compliments and Complaints Information Sheet* to read about RFQ's feedback process. Available at www.rfq.com.au or you can request a copy from RFQ.
- When providing feedback, compliments or making a complaint, please consider what may be your preferred outcome.
- You can direct your feedback, compliment or complaint directly to the Chief Executive or Board of Directors. Phone: 3363 2555 Option 2 - Corporate Head Office. 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.

EXTERNAL AUTHORITIES & AGENCIES

- If it is a criminal matter, it should be taken to Queensland Police Services.
- For an independent mediation service, you can contact the below External Authorities and Agencies:
 - 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: 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 ndiscommission.gov.au

