

RFQ Feedback Process

for compliments & complaints

1



PROVIDE FEEDBACK

Advise:

- Your RFQ worker
- A supervisor or manager
- Head office
- The CEO

2



NEXT STEPS FOLLOWING FEEDBACK

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

3



If necessary, we will undertake a full investigation. You will be kept informed about what is happening with your feedback until it is finalised.

4



IF YOU ARE STILL UNSATISFIED

You can request a review by the manager or Chief Executive Officer.

*An independent person may investigate in some circumstances

5



KEEPING YOU INFORMED

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

6



IF YOUR COMPLAINT IS NOT RESOLVED

You can appeal to RFQ's Board of Directors or an external authority.

T: 07 3363 2555

E: feedback@rfq.com.au

W: rfq.com.au

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External Authorities and 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
 - P: 07 3239 6007 or 1800 017 288
 - The Wide Bay Dispute Resolution Centre
 - P: 07 4125 9225 or 1800 681 109
- For an external advocate you can contact Speaking Up For You Inc. on 07 3255 1244.
- For an outside complaints body, you can contact the Office of the Health Ombudsman on 133 646 or visit oho.qld.gov.au

NDIS Commission

- Anyone (participant, family, 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 ndiscomission.gov.au

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

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