

# Feedback and Complaints

Your experience is important to us.

*Relationships Australia*  
NEW SOUTH WALES



## Our commitment

Relationships Australia NSW welcomes feedback, both positive and negative, so that we can continually improve what we do.

We take complaints seriously and we promise to address them in a timely, fair and transparent way.

We understand that information shared may be sensitive in nature, and we respect your right to confidentiality.

Of course, we also love hearing about your positive experiences too, so that we can know what's working well.

## Our process

We follow a four step approach in dealing with your complaints. We promise to:

1. **Listen** - our staff will listen to your concerns and guide you through our complaints process.
2. **Acknowledge** - once your complaint is lodged, we will let you know we have received it and outline the next steps.
3. **Investigate** - we will look into your complaint to determine what occurred, why it happened and what action is required.
4. **Resolve** - we will provide you with resolution options, and try to settle your complaint within four weeks.

If you are not satisfied with the outcome of your complaint, you are invited to request a review.

Your request can be made verbally or in writing to the staff member who provided you with the initial response. This will then be escalated accordingly.

You might prefer to complain anonymously, though please be aware that if you don't provide us with your contact details, we will be unable to respond to you directly.



## Our principles

When handling complaints, we follow a series of core principles that guide us to:

- Provide a safe environment to make complaints
- Consider all complaints received and treat them with respect and confidentiality
- Provide customers the opportunity to choose a support-person, as well as their preferred contact within Relationships Australia NSW
- Resolve complaints in a timely manner, and to the satisfaction of the complainant, where possible
- Keep relevant parties informed of any progress
- Induct all staff into the complaint procedure when they join
- Ensure customers and stakeholders do not experience negative consequences because of making a complaint
- Use feedback to help make service improvements
- Uphold privacy considerations as detailed in our Privacy Policy



## Who can support you

When providing feedback, you can access support from:

- Our staff
- Your family, friends or advocate
- Other third-party organisations such as:
  - » Office of the Australian Information Commission (OAIC)  
oaic.gov.au
  - » NSW Office of the Children's Guardian  
ocg.nsw.gov.au
  - » NSW Ombudsman  
ombo.nsw.gov.au
  - » Health Care Complaints Commission  
hccc.nsw.gov.au

## It's OK to complain

We genuinely appreciate your feedback. You can share your complaint with us in the following ways.

### Send written complaints to:

Complaints, Relationships Australia  
NSW

PO Box 371

North Ryde BC

NSW, 1670

### Phone us:

1300 364 277

### Email us:

enquiries@ransw.org.au OR send your complaint to your regular contact at Relationships Australia NSW

### Visit our website:

[relationshipsaustralia.org.au/feedback](https://relationshipsaustralia.org.au/feedback)



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