

COMPLIMENTS + COMPLAINTS



Your experience is important to us

We value your feedback to help us to continually improve our services and better support you.

Relationships
AUSTRALIA · NSW



We're committed to making sure your experience with us is **the best it can be**. All feedback – positive or negative – is welcome and valued, as it helps us grow.



We take complaints seriously and promise to address them in a **timely, fair and transparent way**. We respect your privacy and confidentiality when sharing personal information.



We also appreciate hearing about your positive experiences. **Knowing what's working well** for you motivates us to keep improving.

Our principles

When handling complaints, we commit to the following principles:

- + Offer a safe environment to make complaints
- + Consider all complaints and treat them with respect and confidentiality
- + Offer customers the opportunity to choose a support-person
- + Resolve complaints in a timely manner, and to the satisfaction of the complainant, where possible
- + Keep relevant parties informed of progress
- + Induct all staff into the complaint procedure when they join
- + Ensure customers and stakeholders don't experience negative consequences as a result of making a complaint
- + Use feedback to support service improvements
- + Uphold privacy considerations as detailed in our Privacy Policy.



Our complaints process

We follow a four-step approach when responding to any complaints. We take complaints seriously and promise to address them in a timely, fair and transparent way.

- 01 LISTEN.** We'll listen carefully to your concerns and walk you through our complaints process.
- 02 ACKNOWLEDGE.** After you've lodged your complaint, we'll confirm receipt and let you know what happens next.
- 03 INVESTIGATE.** We'll investigate your complaint to determine what occurred, why it happened and what action is required.
- 04 RESOLVE.** We aim to resolve your complaint within four weeks.

You're welcome to remain anonymous, but please note that without your contact details, we may not be able to respond directly or fully investigate your complaint.



ABOUT RELATIONSHIPS AUSTRALIA NSW

Relationships have the power to transform our lives. We've been supporting people to work through relationship challenges and build strong, fulfilling connections since 1948. We offer relationship counselling, separation support services, education, trauma support, workplace wellbeing programs, and more.

Taking your complaint further

If you're unsatisfied with the outcome of your complaint, you can request a review. This can be either verbally or in writing to the staff member who provided you with the initial response.

There may be times when, despite our best efforts, we're unable to resolve a complaint to your satisfaction. If this happens, you can escalate it externally through our funders or the following organisations. We can help you direct your complaint to the most appropriate organisation.

- Office of the Australian Information Commission
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

How to get in touch

We genuinely welcome your feedback. Please include details of your situation, your desired outcome, and your contact information if you'd like a response or follow-up.

Reach us through the following options:

- + Speak directly with your practitioner or main point of contact
- + Use our online form:
relationshipsnsw.org.au/feedback
- + Send an email to:
enquiries@ransw.org.au
- + Call us:
1300 364 277
- + Write to us at:

Feedback
Relationships Australia NSW
PO Box 1948
Macquarie Centre NSW 2113



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WE'RE IN THIS TOGETHER