

## Relationships Australia SA locations

### Adelaide (City)

151 South Terrace Adelaide SA 5000  
P: (08) 8223 4566 | F: (08) 8232 2898

### Hindmarsh (Inner West)

49a Orsmond Street Hindmarsh SA 5007  
P: (08) 8245 8100 | F: (08) 8346 7333

### Port Adelaide (Outer West)

8 Butler Street Port Adelaide SA 5007  
P: (08) 8340 2022 | F: (08) 8241 5236

### Marion (South)

500a Westfield Shopping Centre  
297 Diagonal Road Oaklands Park SA 5046  
P: (08) 8377 5400 | F: (08) 8377 5411

### Elizabeth (North)

13 Elizabeth Way Elizabeth SA 5112  
P: (08) 8255 3323 | F: (08) 8255 7753

### Salisbury (North)

Shop 7 Salisbury Cinema Complex  
Cnr James and Gawler Streets Salisbury SA 5108  
P: (08) 8250 6600 | F: (08) 8285 4494

### Berri (Riverland)

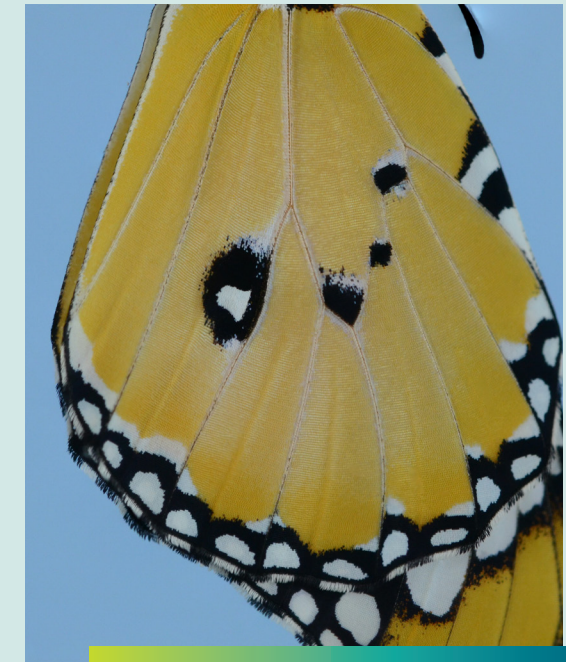
9 Kay Avenue Berri SA 5343  
P: (08) 8582 4122 | F: (08) 8582 4152



[www.rasa.org.au](http://www.rasa.org.au)

# Client Rights, Feedback and Complaints

Relationships Australia SA is committed to the maintenance of high quality services and we value your feedback for continual improvement



*Relationships Australia.*

SOUTH AUSTRALIA

Relationships Australia SA is a community based, secular, not-for-profit organisation. Our aim is to support all Australians to achieve positive and respectful relationships.

We are committed to the maintenance of high quality services. To achieve this we implement the following principles:

### Respect

You have a right to consideration and respect regardless of gender, age, sexual preference, race, religion, political belief, socio-economic status or disability.

### Safety

Our offices are a safe place and you have a right to feel safe at all times.

### Choice

We will promote your right to make an informed choice by providing clear and accurate information about our services.

### Confidentiality

Your records will be treated with strict confidentiality within legal limitations. Confidentiality will only be waived when matters of a serious or criminal nature arise.

### Agency expertise

Our agency employs highly skilled staff who are evaluated on a regular basis to ensure efficiency, effectiveness and appropriateness.

### Individual requirements

We are committed to providing quality services to all people and understand that sometimes there are barriers that may prevent people from accessing community services

If you have any difficulty in accessing our services please speak to us about how we can help.

## Complaint process

We aim to manage all client complaints in a timely manner.

On receipt of a written or verbal complaint, you will be contacted within five working days by the relevant Manager to discuss the complaint.

The Manager will then investigate the complaint and provide feedback. Complaints will be resolved within 30 working days, where possible.

In some instances, it may not be possible to resolve the complaint. However, you have the right to complain and we will take that complaint seriously. If you are unsatisfied with the management of your complaint you can contact the following services:

- Health and Community Services Complaints Commissioner (08) 8226 8666
- Ombudsman SA (08) 8226 8699
- Equal Opportunity Commission (08) 8207 1977
- Relationships Australia SA Board (08) 8216 5200

## We value your comments

Relationships Australia SA is very proud of the excellent service it provides to the community. Client feedback is an important part of maintaining our service delivery standards.

If you have any feedback about any of our services or staff, you can provide this by:

- Phoning us directly on (08) 8216 5200
- Completing and sending back the Feedback Form within this brochure
- Sending us a letter or email outlining your feedback.

## Feedback/Complaints Form

What service do your comments relate to?

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When did you receive this service?

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What are your comments?

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Your details

Name:.....

Address:.....

Suburb:.....

Postcode: .....

Email:.....

Preferred phone: .....

Would you like a written response?

Yes  No

