

CLIENT RIGHTS, FEEDBACK + COMPLAINTS

Locations

- A Central - Adelaide - Tarntanya
- H Inner West - Hindmarsh - Kuntu
- P Outer West - Port Adelaide - Yartapuulti
- M South - Marion - Warraparinga
- S North - Salisbury - Para Wirra
- E North - Elizabeth - Para Wirra
- B Riverland - Berri - Erawirung
- M Mount Gambier - Boandik
- P Port Augusta - Barngarla

Contact us:

1300 364 277

mail@rasa.org.au

www.rasa.org.au/contact-us/feedback/

If you are filling out the Feedback Form on this brochure, please mail to:

Level 2, 151B South Terrace
Adelaide SA 5000

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

Relationships
AUSTRALIA · SA

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

- + **RESPECT** - You have the right to consideration and respect regardless of your gender, age, sexual preference, race, religion, political belief, socio-economic status or disability.
- + **SAFETY** - Our offices are a safe place. You have the 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 difficult 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 complaint 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 Service Complaints Commissioner - (08) 8226 8666
- Ombudsman SA - (08) 8226 8699
- Equal Opportunity Commission - (08) 8207 1977
- Relationships 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 an email at mail@rasa.org.au

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

