

## How does it work?

### How are people aware of the complaints, compliments and feedback process?

- Information is displayed and available at premises
- Information is supplied to all people we support as part of entering into a service agreement
- Information is available on the Richmond Fellowship Tasmania and Richmond Futures websites

### How can feedback be given?

- Lodging a formal Complaint form in person, via email or via post
- Sending a message to either of our Facebook pages
- Using the contact form on either of our websites
- By speaking with us over the phone
- By emailing us directly

### Who can make a complaint, compliment or provide feedback?

Per our guiding principles, anyone can make a complaint, give a compliment or provide feedback to us about the provision of supports and services.

Complaints can also be made anonymously or on behalf of a person we support if they are not comfortable to do so themselves.

## Definitions

### What is a complaint?

A complaint is an expression of dissatisfaction with an organisation or service. Complaints received will be treated seriously and demonstrate the organisation's commitment to delivering the best service possible.

### What is a compliment?

A statement that expresses approval, admiration, or respect for the way an action, event, service or interaction was carried out.

### What is feedback?

Feedback is a response or comment in relation to how an action, event, service or interaction was carried out. Feedback may often include suggestions or ideas on how the action could be done differently.



## We Value Your Feedback



(03) 6228 3344  
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admin@rftas.org.au



(03) 6169 1188  
richmondfutures.com.au  
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## Context

At Richmond Fellowship Tasmania and Richmond Futures, we recognise the value of feedback. We actively seek input from the people we support and other stakeholders. We encourage individuals to express issues of concern and share any praise or suggestions.

All feedback, regardless of nature, will be recorded and analysed for opportunities to improve services and to implement best practice.

We treat all complaints seriously, acknowledging the power imbalance that often exists between the complainant and the organisation they are making the complaint about.

We ensure that all complaints are treated impartially, confidentially and with transparency.

We are committed to:

- Fostering a service culture that encourages open and honest communication
- Viewing complaints, compliments and feedback as an opportunity to strengthen our operations and identify best practice strategies
- Protecting the right of clients and stakeholders to make complaints in a nonjudgmental way
- Ensuring complainants understand that their opinion is valued and their concerns are taken seriously

## Our Complaints Process

All complaints and relevant information are recorded in the Complaints & Compliments register. This includes:

- Where the complaint has come from
- Who is involved in the complaint
- Any issues identified
- Any actions taken
- Relevant dates including when the complaint was received, when any issues are resolved, and when the complainant has been notified of any outcomes
- How the complainant has been involved in the process
- If the complainant is satisfied with the outcome
- If any further actions are required and if the complaint has been referred to the Continuous Improvement Register

To ensure the Complaints, Compliments and Feedback process is as transparent as possible, we:

1. Provide information about our complaints handling process
2. Provide a variety of ways for complaints, compliments and feedback to be made
3. Respond to all complaints within a reasonable timeframe
4. Ensure complainants are listened to, treated with respect and involved in the complaints process where possible and appropriate

5. Provide reasons for our decision/s and any options for review
6. Take all reasonable steps to ensure that people making complaints are not adversely affected because of a complaint that has been made by them or on their behalf

## Complaints about Other Agencies

### Complaints about the NDIS or NDIA

If you have a complaint about the National Disability Insurance Agency (NDIA) or the National Disability Insurance Scheme (NDIS), you can complete a complaint form online at <https://www.ndis.gov.au/contact/feedback-and-complaints>, or you can send an email to [feedback@ndis.gov.au](mailto:feedback@ndis.gov.au) or call 1800 800 110.

### Complaints about the Department of Communities – Mental Health Services

If you need to make a complaint to the Department of Communities - Mental Health Services, you can email or call the consumer liaison team in your region:

North: [lghfeedback@ths.tas.gov.au](mailto:lghfeedback@ths.tas.gov.au) or call 1800 008 001.  
North West: [qualitynw@ths.tas.gov.au](mailto:qualitynw@ths.tas.gov.au) or call 1800 062 322.  
South: [complaints@ths.tas.gov.au](mailto:complaints@ths.tas.gov.au) or call 03 6166 8154.

If you are dissatisfied with the response you receive, you can contact the Office of Health Complaints Commissioner by phoning 1800 001 170 or visiting the Health Complaints Commissioner website and completing an online form.