

# Compliments & Complaints

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Name \_\_\_\_\_

Address \_\_\_\_\_

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Contact Number \_\_\_\_\_

Thank you for taking time to complete this form.

Please fold, adhere tape and post.

Delivery Address:  
PO Box 1401  
CAIRNS NORTH QLD 4870

Rights in Action Inc  
Reply Paid 1041  
CAIRNS NORTH QLD 4870



Rights In Action Inc.

# Compliments & Complaints



No stamp required  
if posted in Australia.

**YOUR VIEWS ARE IMPORTANT AND ARE  
USED TO HELP US IMPROVE THE WAY  
WE PROVIDE ADVOCACY**

# Feedback

We believe that compliments and complaints provide valuable feedback on how we can improve our service.

People seeking advocacy have the right to:

- have their complaint followed up confidentially and objectively, aiming towards a positive resolution
- have another person present to support help them; and
- be told what avenues are open for them to resolve their complaint

# How to Make a Complaint

**Step 1:** You can talk to staff or the Coordinator in person, by phone or put your complaint in writing.

**Step 2:** In resolving the complaint the Coordinator may arrange a meeting between those concerned to facilitate a resolution. If the complaint remains unresolved or is about the Coordinator, you can speak to the President of the Management Committee.

**Step 3:** The President will take the complaint to a sub-committee of the Management Committee and will arrange a meeting with you to discuss and resolve the complaint.

# Contact

If you are not happy with the way we addressed your complaint you can contact:

Complaints Resolution and Referral Service on  
**1800 880 052**

OR

Department of Families, Housing, Community Services and Indigenous Affairs (FaHCSIA)  
Complaints Management Unit on  
**1800 634 0345**

OR

Department of Communities, Disability and Community Care Services, Far North Region on  
**07 4048 9900**

*We are part of the Australian network of disability advocacy services, funded by the Australian Government Department of Families, Housing, Community Services and Indigenous Affairs and the Department of Communities, Disability and Community Care Services.*