

## We hear you

Relationships Australia Victoria (RAV) is committed to providing quality services and we welcome feedback from our clients.

Feedback is very important to our organisation as it assists us to better identify client needs, ensure quality and continuously improve our services.

### Feedback

Our staff value positive feedback from clients. We also welcome general feedback about our services, or ideas about how we could improve our services and centres.

### Complaints

You have the right to make a complaint if you are not satisfied with the service you received from us. This includes whether you are dissatisfied with the behaviour of a staff member, or the way in which you were provided with the service.

## How do I provide feedback or make a complaint?

You can provide feedback or make a complaint in different ways;


- verbally
- in writing (by email or letter)
- via our website at [www.rav.org.au/feedback](http://www.rav.org.au/feedback)

Feedback and complaints can also be made anonymously or using a pseudonym.


## Contact us

If you have any questions about how to give feedback or make a complaint, or would like more information, please speak with your practitioner or a RAV staff member.

To contact our Complaints Officer directly:

 (03) 8625 3666

 [feedback@rav.org.au](mailto:feedback@rav.org.au)

 Relationships Australia Victoria  
P.O. Box 180, 2 Prospect Hill Road  
Camberwell VIC 3124

We are committed to providing safe, inclusive and accessible services for all people.



RAV acknowledges the Aboriginal and Torres Strait Islander peoples as the Traditional Owners of the lands and waterways of Australia. We support Aboriginal people's right to self-determination and culturally safe services.

We recognise the lifelong impacts of childhood trauma.

We recognise those who had children taken away from them.

# Your feedback matters to us



[www.rav.org.au/feedback](http://www.rav.org.au/feedback)

*Relationships Australia*<sup>®</sup>

VICTORIA

## What's the process?

---

**1. If you feel comfortable, talk or write to the staff member** and tell them what you are not happy about and what you would like to happen.

If you do this but are not satisfied with the response or action they take, you can ask to speak with or write to the Centre Manager.

**2. If you would prefer not to speak to the staff member, you can ask to speak with or write to the Centre Manager** instead, or lodge a complaint through our website at [www.rav.org.au/feedback](http://www.rav.org.au/feedback)

The Centre Manager will contact you and investigate your complaint.

**3. If you are not satisfied with the response from the Centre Manager, you can contact the RAV Complaints Officer** by calling (03) 8625 3666 or emailing [feedback@rav.org.au](mailto:feedback@rav.org.au)

The Complaints Officer will investigate your complaint, and let you know the outcome and possible next steps if you are not satisfied with the response.

You can also contact the government agency which funds the service you attended.

Your confidentiality and privacy will be maintained within Duty of Care parameters.

## How long will the process take?

---

The follow up of your feedback or complaint may mean management will need to respond to your complaint as well as fulfilling any duty of care to you or to others.

We will seek to respond to your feedback or complaint in a timely manner. You can expect to hear from us within 28 days for each stage of the complaint review process.

We will provide you with a written outcome of your complaint, unless you are providing feedback and are not seeking a response.

## Support and accessibility

---

You can use an advocate or support person of your choice at any point in the complaints process if you would like assistance.

To speak to us in another language, ask a RAV staff member for help, or call the [Translating and Interpreting Service Contact Centre](#) on 13 14 50.

Interpreters can be pre-arranged if requested.

If you are Deaf/deaf or hard of hearing, we welcome calls through the [National Relay Service](#).

- Voice Relay number: 1300 555 727
- TTY number: 133 677
- SMS relay number: 0423 677 767

## Which government department or agency funds my service?


---

### Counselling, Family Dispute Resolution

*Australian Government Department of Social Services*


 1800 634 035

 [complaints@dss.gov.au](mailto:complaints@dss.gov.au)


 DSS Feedback  
PO Box 9820, ACT 2601

### Men's Behaviour Change Program

*Victorian Government Department of Families, Fairness and Housing*

 1300 884 706

 [feedback@dhhs.vic.gov.au](mailto:feedback@dhhs.vic.gov.au)

 Complaints, GPO Box 4057  
Melbourne, Victoria 3000

---

**Go to [www.rav.org.au/feedback](http://www.rav.org.au/feedback) for a full list of our services and the government department or agency that funds them.**