

CLIENT COMPLAINT FORM

Relationships Australia Canberra & Region (RACR) takes all complaints seriously and has a formal process for ensuring complaints are heard and responded to in a timely manner. *(Please refer to the Client Feedback and Complaints Procedure: Guide for Clients available in the waiting area for further details.)*

RACR strongly encourages you to speak with a staff member about your complaint in the first instance, however, if you feel unable to do this there are other avenues in which you can have your complaint heard.

Use this form to put your complaint in writing and hand it to the reception staff, email it to racroffice@racr.org.au or mail it to RACR at PO Box 320, Curtin ACT 2605. Alternatively, you can download this form from our website: <https://racr.org.au/contact-us/client-complaint-form/view>

Date: _____

If you wish to be informed about the outcome of your complaint, please provide the following:

Name of Client Making Complaint: _____

Address: _____

Telephone: _____ Email: _____

Staff member about whom complaint is made *(if applicable)* _____

Details of Complaint: *(Include date incident took place and attach any other written material)*

Additionally, you may choose at any time to approach **any of the following relevant funding bodies' complaints area directly:**

If the complaint or feedback relates to:

- Family & Relationship Counselling
- Children's Contact Services
- Regional Dispute Resolution
- Specialised Family Violence
- Royal Commission Disability Services
- Redress Support Services
- Forced Adoption Support Services
- Family Relationship Centre
- Family Dispute Resolution
- Family Law Counselling
- Senior Relationship Services (Elder Abuse)
- Family Law Pathways Network
- Find & Connect Support Services (F&C)

Contact the Department of Social Services, Telephone: **1800 634 035**, Fax: (02) 6133 8442, [Email: complaints@dss.gov.au](mailto:complaints@dss.gov.au) or use the [Online Complaints Form](#)

If the complaint or feedback relates to:

- ACT Therapeutics Counselling or an ACT Groups

Contact the ACT Government Community Services Directorate, email: Quality@act.gov.au or use the online [feedback form](#)

If the complaint or feedback relates to:

- ACT Gambling Counselling Support Services

Contact the ACT Gambling & Racing Commission via ACT Government Access Canberra [accesscanberra_complaint](#)

If the complaint or feedback relates to:

- the Coronial Counselling Service

Contact the ACT Health Services Commissioner at ACT Human Rights, phone: 6205 2222 email: human.rights@act.gov.au or via ACT Government Access Canberra [commissioner](#)

If the complaint or feedback relates to:

- Family Referral Service
- Family Referral Service in Schools Program

Contact the NSW Government Health, Phone 1800 043 159 or online via <https://ecomplaints.hccc.nsw.gov.au/>

If the complaint or feedback relates to:

- LoveBiTes Program
- FACS Coaching
- Let's Talk Elders Service

Contact the NSW Government Family & Community Services via the 'Your Feedback' widget at <https://www.facs.nsw.gov.au/about/contact/complaints>

If the complaint or feedback relates to:

- Riverina Rural Services

Contact the Congregation Leader, Presentation Sisters Wagga Wagga, phone 9643 7999

If the complaint or feedback relates to:

- Safer Pathways

Contact the Commissioner of Victims' Rights, Phone: 1800 633 063. Written complaints to Locked Bag 5118, Parramatta NSW 2124. Feedback widget on the Victims Services [homepage](#) or use the [online form](#)

If the complaint or feedback relates to:

- Employment Assistance Program (EAP)

Contact your HR department

If the complaint or feedback relates to:

- headspace

Contact headspace National Office: (03) 9027 0100 or fill in the online feedback form at <https://headspace.org.au/contact-us/>

If the complaint or feedback relates to:

- Senior Relationship Services

Contact the Australian Government Attorney-General's Department: (02) 6141 6666 or submit online at <https://www.ag.gov.au/About/Pages/Contactus.aspx>

Complaints can also be made to:

- Ombudsman: <https://forms.business.gov.au/smartforms/servlet/SmartForm.html?formCode=oco-complaint-form> or telephone: 1300 362 072
- If the service received was in the ACT, you may also contact the ACT Human Rights Office: <http://hrc.act.gov.au/complaints/>