

Got feedback? Talk to us...

You have the right to let us know your feedback, especially if you're being hurt or if you're not happy with the way you've been treated

We'll respond

We will contact you within 5 working days to tell you what to expect, the next steps and work with you on the best way to provide support and keep you safe.

Here's what we'll do if you make a complaint:

We'll explore

We may need to investigate what happened, why it happened and what we need to do to fix it.

To do this we'll need to talk to you, the person you have concerns about and possibly others.

Your safety is the most important thing. If what happened is against the law, we will need to tell another organisation (but we will let you know if that has to happen).

We'll do our best to fix it

We will decide what needs to happen to make things right and let you know. We'll also tell you what you can do if you're not happy with this.



At all times during the complaints process we will keep your information private and keep you informed of progress. You can also be supported by someone you trust at any time.

If you have feedback we want to hear it. You can let us know by:

 filling in the form on our website www.racr.org.au

 emailing feedback@racr.org.au

 asking to speak to a manager

 phoning our offices on 1300 364 277



Learn about your rights and responsibilities

When working with us you have the right to:

get quality and respectful support, regardless of gender, race, culture, social status, sexual preference or ability

be believed, especially when you tell us something important about your safety

information about our services, how you can access them and how we think they will help you

request another staff member or choose not to use any or all our services

respect for your dignity and safety

privacy and to know how and why we keep information about you and how and when you can access it

speak, be listened to and be taken seriously



get help for what you have come to see us about

be communicated with in a timely way and in words you can understand

use an interpreter if you need one

confidentiality, unless we legally have to share information with others

have an opinion and share what you think with us

make a complaint to us and expect that we will look into it and respond promptly, fairly and sensitively and know it won't affect the service you get

refuse to be involved in research or in surveys about how we did

When working with us we expect you to:

respect the rights and safety of yourself, our staff and other clients using our services

behave in a way that does not disrupt staff and other clients using the service

tell us what you think we need to know so we can give you the best possible service

let us know if you have a complaint within a reasonable time so we can help



not come to the service intoxicated

let us know if you change your address or contact details

maintain confidentiality about other clients or participants in groups or programs conducted by RACR

keep appointments or tell us at least 48 hours before if you need to cancel or change your appointment

pay fees, if any, at the time you use our service—please discuss if you have any problem paying any fees