

Relationships Australia Victoria (RAV) welcomes both feedback and complaints from people who use our services. We believe that this information is very important to our organisation, as we use it to identify your needs, and ensure the quality of and improve our services.

- **Suggestions:** If you would like to provide general feedback about our services, and/or have ideas about how we could make improvements to our services and centres, you can make a suggestion by telling our administration staff or by using the ‘Suggestions Box’ in RAV waiting rooms.
- **Complaints:** You have the right to make a formal complaint if you are not satisfied with the service you received from RAV. This includes whether you are dissatisfied with the behavior of a staff member, particular client processes or procedures, or the way in which you were provided with the service.

If you wish to make a complaint – the RAV Complaints Process is simple:

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 (see below).
2. If you’d prefer not to speak to the staff member, you can ask to **speak with or write to the Centre Manager** instead. The Centre Manager will speak with 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** via our Central Office – phone (03) 8573 2222 or email reception@rav.org.au
4. The RAV Complaints Officer will investigate your complaint and let you know the outcome, and possible next steps if you are not satisfied with the response.

If you are not satisfied with the response from RAV you can also contact the **Australian Government Agency** which funds the service you attended. Please see below for a list of RAV programs, and the relevant Government Department contact details:

Commonwealth Department of Social Services (DSS) – Attorney General’s Department Programs
RAV Counselling / Family Dispute Resolution / Parenting Groups / ‘Compass’ / ‘Reclaim’ / ‘i-Connect’
Phone: 1800 634 035 Email: complaints@dss.gov.au Mail: DSS Feedback, PO Box 7576, Canberra Business Centre, 2610.
Victorian Department of Health and Human Services (DHHS) Program
RAV Men’s Behaviour Change Program
Phone: 1300 884 706 Email: complaints.reception@dhs.vic.gov.au Mail: Complaints Integrity and Privacy Unit, GPO Box 4057, Melbourne Vic. 3000.
Victorian Department of Justice (DOJ)
RAV Corrections Men’s Behaviour Change Program
Phone: 03 8684 0000 or 1300 365 111 for regional callers Mail: Department of Justice and Regulation GPO Box 4356 Melbourne VIC 3000 Website: www.justice.vic.gov.au/utility/feedback/

You may also contact the **Victorian Office of the Ombudsman** on (03) 9613 6222 / ombudvic@ombudsman.vic.gov.au

If you have any questions about how to give feedback or make a complaint, please speak with your practitioner, or contact RAV on **(03) 8573 2222** or email reception@rav.org.au

To speak to us in another language, ask an RAV staff member for help or contact the **Telephone Interpreting Service on 13 14 50**.