



A copy of the Richmond Fellowship of NSW complaint policy can be found at www.rfnsw.org.au

If The Richmond Fellowship NSW complaints process / outcome has left you feeling dissatisfied OR

You believe that your complaint should be investigated by an independent organisation one of the following services may be able to help:

Mental Health Advocacy Service

The service is part of Legal Aid NSW and provides free legal advice and assistance about mental health law.

<http://www.legalaid.nsw.gov.au/asp/index.asp?pgid=594> or

Phone: 02 9745 4277

People with Disabilities Australia (PWD)

Individual Advocacy Service

www.pwd.org.au

CARERS NSW (Carer advocacy)

www.carersnsw.asn.au

The Health Care Complaints Commission

Level 13, 323 Castlereagh Street

Sydney NSW 2000

Telephone: (02) 9219 7444

Toll Free in NSW 1800 043 159

New South Wales Ombudsman

Level 24, 580 George Street

Sydney NSW 2000

Telephone: 02 9286 1000

Toll free (outside Sydney metro): 1800 451 524

Telephone: 1800 330 940

Registrar of Community Housing

Tel: 1800 330 940 Fax: (02) 8753 8294

Email: registrar@housing.nsw.gov.au

Web: www.rch.nsw.gov.au

The Richmond Fellowship
OF NEW SOUTH WALES



CEO
PO BOX 3161
STRATHFIELD NORTH
NSW 2137

POSTAGE
PAID
AUSTRALIA



The Richmond Fellowship
OF NEW SOUTH WALES

FEEDBACK FORM

The Richmond Fellowship of NSW is committed to providing the best possible services and is interested in your experiences of our services.



Your compliments & complaints will provide unique information about the quality of our support services and enable us to continuously improve our work.

THIS FORM MAY BE USED FOR FEEDBACK FROM CLIENTS, THEIR CARERS, CLINICIANS, EXTERNAL ORGANISATIONS AND MEMBERS OF THE PUBLIC

PLEASE COMPLETE

I have been treated with respect by RFNSW staff

Yes No Sometimes

I am generally happy with the service received

Yes No Sometimes

I am better able to deal with the issues that I receive support with

Yes No Sometimes

RFNSW staff understand my situation and needs

Yes No Sometimes

RFNSW staff have the right kinds of experience and knowledge to help me

Yes No Sometimes

RFNSW staff include me in making decisions that effect my life

Yes No Sometimes

RFNSW staff guide me to find, or give enough information, to enable me to make good choices in my life

Yes No Sometimes

I have a good working relationship with RFNSW staff

Yes No Sometimes

RFNSW staff encourage me to use my skills / knowledge to achieve my goals

Yes No Sometimes

RFNSW staff instil hope and a sense of positiveness regarding my future

Yes No Sometimes

I am usually encouraged to participate with general community activities

Yes No Sometimes

COMPLIMENTS

OPTIONAL INFORMATION

Location of Service

Name staff involved

Thank you for your feedback

If you would like to hear about how your feedback was used by RFNSW please provide your contact details:

Your name

Telephone number

Address

COMPLAINTS This information will be treated in the strictest confidence.

Location of Service involved in Complaint

Name staff involved

What do you expect the outcome of the complaint investigation to be?

In order for complaints to be managed effectively and to provide you with feedback it is useful if you can provide your contact details.

Your name

Telephone number

Address

This matter will be addressed promptly and effectively in accordance with the Richmond Fellowship of NSW Complaint Policy.