

RUAH

COMMUNITY SERVICES

Open Hearts. Bold Strides.

Complaints and Compliments

Ruah aims to provide a quality service and values your feedback to assist in improving the way we work.



 13 RUAH (13 7824) www.ruah.org.au

How to lodge a complaint or make a suggestion.

Did we do something wrong?

Please tell us if you think we did something wrong. We are always keen to learn from our mistakes and improve how we deliver our services.

Did we do something well?

We love to hear feedback when we do something well. This feedback is used to improve our services and acknowledge high performing staff.

Are you unhappy with how we responded?

We might not always get it right. If you're unhappy with our response to your complaint or compliment you can appeal our decision. This process will be explained to you when we respond to your complaint / compliment.

Name

Phone Number

Email Address

Which service did you use?

Your Feedback

Please give this form to your support worker or your nearest Ruah office.