

Compliments and complaints about the Foundation

The RBWH Foundation (Foundation) is committed to listening and responding to feedback and giving proper consideration to human rights when handling complaints. Feedback creates a valuable opportunity for us to identify what good service looks like and where we can improve. We are dedicated to working collaboratively to deliver quality services in line with our Mission and Values.

Share a compliment

If you are happy with the service you received or someone has impressed you, please share this with the staff member or their manager. Alternatively, email the Foundation at info@rbwhfoundation.com.au.

Make a complaint

Sometimes you may feel the services you receive from the Foundation are not at the standard you expected. Anyone who interacts with the Foundation has the right to make a complaint. We take all complaints and feedback seriously, so please let us know if we can improve the way we do things.

How to make a complaint

Go local first: contact the department or individual in question. Talking to a staff member or manager of the area is often the easiest and quickest way to resolve your complaint. You can also email your complaint to info@rbwhfoundation.com.au and it will be directed to the appropriate area for investigation and response.

Act quickly: talk to someone as soon as possible. The longer you wait the less clear the facts become, which can make it harder to find a solution.

When lodging your complaint

The Foundation encourages you to play an active part in resolving your complaint by:

- outlining your complaint as clearly and accurately as possible.
- providing any supporting documentation that may help the Foundation resolve your complaint.
- treating staff with courtesy and respect.

What happens when you lodge your complaint

Your complaint will be referred to an employee who manages complaints on behalf of the Foundation. They will acknowledge receipt of your complaint within two business days and may contact you during the process to discuss your complaint or request further information. Once the Foundation has considered your complaint, you will be notified of the outcome, including reasons for the Foundation's decisions.

What happens if you are not satisfied with the outcome

If you lodge a complaint with the Foundation and feel it was not resolved to your satisfaction, you may request a review by the Chief Executive Officer via email s.garske@rbwhfoundation.com.au



RBWH
Foundation

Compliments & Complaints Procedure

Human rights complaints

The Human Rights Act 2019 protects and promotes fundamental human rights. You can make a complaint to the Foundation if you believe that an act or decision was made that is not compatible with human rights or when making a decision, there was a failure to consider human rights relevant to the decision. You can make a human rights complaint using the same method as a standard complaint.

Complaints regarding alleged corrupt conduct

If you have a complaint about a Foundation employee which may involve possible corrupt conduct, contact the Chief Executive Officer via email s.garske@rbwhfoundation.com.au