



I'm not happy, how can I make a complaint?

Rural Lifestyle Options Australia would love to hear from you if you are not happy with your current service. We can only improve our service if we know how best to meet your needs. We take all complaints seriously and as a demonstration of our commitment to address any issues with you, we have included this information to assist you in making your complaint as easily as possible.

As an organisation, we encourage you to speak directly to the person with whom you have the concern with as soon as possible rather than let your concerns build up. We would like to assure you that there will be no discrimination or retribution by Rural Lifestyle Options Australia against people who lodge a complaint to resolve an issue.

The sooner you let us know that there is a problem, the sooner we can work with you to solve it.

The following steps are designed to help you to make a complaint:

Step One

- Make notes to help you organise your thoughts and issues before you contact us.
- Make sure you include specifics, such as describe what happened and date of event.
- If you need someone to support you to make the call, you can choose whomever you wish to help you or you can request support from your Service Manager.

Step Two

There are several ways you can contact Rural Lifestyle Options Australia about a complaint:

1. Phone the Rural Lifestyle Options Australia office on 1300 032 175 and ask to speak to your Service Manager. If your Service Managers not in the office, please leave a message and the person will return your call within 24 hours of receiving your message.
2. If you would prefer to put your complaint in writing, you can send an email to feedback@rloa.org.au
3. Use our online website feedback portal available on www.rloa.org.au/feedback

Step Three

- Due to staff working outside of the office on several occasions, Rural Lifestyle Options Australia will investigate concerns and contact you over the phone to talk through the process within 48 hours of receiving complaint, sooner wherever possible.
- Rural Lifestyle Options Australia aims to provide you with written feedback regarding the resolution to your complaint.



Advocacy Services

We would like to hear from you directly and will work hard to resolve your concern or complaint, but if you would like to engage the assistance of a third party the following services provide advocacy related assistance.

Aged and Disability Advocacy Australia

[Aged and Disability Advocacy Australia](#) Phone: 1800 818 338

Queensland Advocacy Australia

[Queensland Advocacy Incorporated \(Q A I\)](#) Phone: 1300 130 582

People with Disability Australia

[People with Disability Australia](#) Phone: 1800 422 015

Carers Queensland

[Carers Queensland](#) Phone: 1300 626 636

Queensland Ombudsman

[Queensland Ombudsman](#) Phone: 07 3005 7000

Communication Assistance Services

National Relay Service Phone: 1300 555 727

A telephone service for people who have speech impairment or deafness

Translating and Interpreting Service Phone: 13 14 50

A telephone and in-person interpreting service for people who do not speak English or are more confident communicating in a language other than English.