

Client Feedback Form

6. Would you like a reply?

Yes No

If you would like RFCS Southern Queensland to respond to your suggestions, compliments or complaints, please provide your contact details below:

Name:

Address:

Telephone:

Date:

Thank you



*Rural Financial
Counselling Service*
SOUTHERN QUEENSLAND

Please return your evaluation to:

The Chief Executive Officer
RFCS Southern Queensland
PO Box 433
Roma Qld 4455
Telephone: 07 4622 5500



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www.rfcssq.org.au



*Rural Financial
Counselling Service*
SOUTHERN QUEENSLAND

*Rate our
service to you*

Tell us what you think

We value your feedback and comments!



How do we rate?

Your feedback is welcomed

As a valued client of Rural Financial Counselling Service Southern Queensland, we are interested in hearing what you think about our services – feedback helps us improve what we do.

Your feedback may include suggestions, complaints or a compliment. We welcome your comments.

What is the feedback process?

To provide our organisation with feedback in relation to a complaint, compliment or suggestion, please complete this form and post it to:

The Chief Executive Officer
RFCS Southern Queensland
PO Box 433
Roma Qld 4455

Clients of our organisation may also telephone 07 4622 5500 and speak to our Chief Executive Officer or write to the above address.

Where does my information go?

Any response will be received by the Chief Executive Officer. Feedback is vital to the success of our organisation.

If I want to make a complaint?

Your complaint is confidential and will only be discussed with the people directly involved to resolve any problems.

How will my complaint be dealt with?

1. We will acknowledge your complaint usually within seven days.
2. We will then assess your complaint and decide whether to investigate it. We may need to talk to you to properly assess your complaint.
3. If we do not investigate, we will explain why in writing.
4. Most matters are resolved quickly, but more complex matters can take some time because we may need to examine files or interview people.
5. An outcome response will be forwarded to you in writing within 28 days.
6. If you are not happy with how we have handled your complaint, you can contact the Chief Executive Officer on 07 4622 5500 to discuss the matter further.

Suggestions and compliments

This same form is to be used to submit suggestions or compliments. To provide a quality service to our clients, we encourage you to complete this form and return it to:

The Chief Executive Officer
RFCS Southern Queensland
PO Box 433
Roma Qld 4455



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SOUTHERN QUEENSLAND

Client Feedback Form

1. Which office or staff member assisted you?

2. How did you hear about the Service?

3. What was your reason for your visit to the Service?

4. When did you have contact with our Service?
Please include the date and time.

5. Please write any comments you may have in the space below:
