

GRIEVANCE PROCEDURE FOR PEOPLE WHO ACCESS NQDVRs

No one has the right to denigrate another.

Service users are entitled to be represented by an advocate of their choice through all stages of the grievance procedure and will be informed of that right when lodging a complaint.

Service users have a right to have their grievance dealt with at the Management level if necessary.

Any complaint will be taken seriously and dealt with as soon as possible.

In an instance of a serious complaint about a worker, that worker will not have contact with the service user involved.

Step One

When a person associated with the service feels an injustice has been done to her/him, she/he may approach the person concerned or the coordinator of the service. An attempt will be made to resolve the issue.

Step Two

If there is no positive outcome for the user of the service she/ he should put further complaints in writing and send it to:

**The Secretary
NQDVRs Management
PO Box 6061,
Townsville, Qld 4810**

The Management Committee will then consider the issues and attempt to resolve them.

Alternatively, the service user may direct their complaint to the Queensland Ombudsman on:

**Tel: 1800 068 908; or
Email: ombudsman@ombudsman.qld.gov.au;
By mail to: GPO Box 3314 Brisbane Qld 4001**

The Queensland Ombudsman's office will assess the complaint and decide whether to investigate it.

More information can be obtained from:

<http://www.ombudsman.qld.gov.au>

Have you raised a grievance/ complaint with us?

Then please tell us...

- ◆ How well did we respond to the issues raised?
- ◆ Is there anything else we can do to improve the situation?

NQDVRs

- ◆ Information and referral
- ◆ AARDVARC program for children
- ◆ Resources
- ◆ Court Support
- ◆ Choosing Safety Upgrades program
- ◆ Men's Behaviour Change Program
- ◆ SAFE Dads Program
- ◆ Community education & Training

TOWNSVILLE OFFICE

PO Box 6061, Townsville QLD 4810
Phone: 07 4721 2888 Fax: 07 4721 1794
nqdvr@nqdvr.org.au

1st Floor, Metway Arcade, 390 Flinders Street, Townsville

MOUNT ISA OFFICE

Po Box 502, Mt Isa QLD 4825
Phone: 07 4743 0946 Fax: 07 4743 7999
minqdvr@nqdvr.org.au

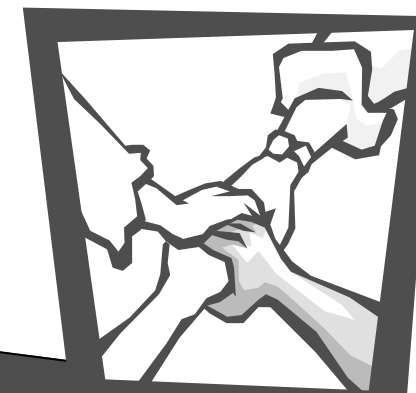
The Old Court House Building, Isa Street

<http://www.nqdvr.org.au>

YOUR FEEDBACK ABOUT OUR SERVICE PROVISION IS IMPORTANT TO US!



Information for people using the North Queensland Domestic Violence Resource Service



Aims

" To conduct a service in the North Queensland region which provides direct support services, community education, training for service providers and coordination of domestic violence responses which actively promotes and enhances the safety of women and children involved in domestic violence"

NQDVRs
Funded by



Your Feedback about our Service Provision can help us provide a better service to you!

- NQDVRS has a commitment to provide the best possible service and support for users of the service.
- If you have been impressed or unhappy with any part of your contact with our services we would like to encourage you to inform us.
- You can do this by:
 - Reporting your comments directly to the person you have been in contact with;
 - Talking to the coordinator
 - Filling out this feedback form and returning it to a worker or posting it to NQDVRS (address on reverse page)
 - Or, if there has been a concern and it has not been resolved, put it in writing and address it to the Management Committee and send it to the same address.

Rights and Responsibilities

People associated with NQDVRS, irrespective of nationality, cultural background, religious belief, sexual preference, gender, social and economic circumstances, age or disability have the right to:

- ♦ **ACCESS** (to be informed about their rights, given accurate information, receive services)
- ♦ **SAFETY** (to be in a safe, non-violent environment at all times; the safety of women & children permeates all aspects of service)
- ♦ **RESPECT, DIGNITY & ACCEPTANCE** (to be accepted and treated with those at all times)
- ♦ **INFORMATION** (to receive appropriate & accurate information)
- ♦ **SELF-DETERMINATION & CHOICE** (to allow and support these within the scope of the service)
- ♦ **CONFIDENTIALITY & PRIVACY** (to provide a private environment in which all information is treated confidential, except where the safety of others is threatened or the law demands otherwise)
- ♦ **PARTICIPATION** (to be able to participate and have opinions valued)

FEEDBACK SECTION

Date: / /

Worker Involved:

COMMENTS:

WHAT SUGGESTIONS DO YOU HAVE?

FEEDBACK SECTION *(please circle)*

I have received a respectful and culturally appropriate service	YES	NO
I understand the services policy on confidentiality	YES	NO
I feel that the workers considered my rights in my contact with them	YES	NO

COMMENTS:

Your name and contact details (if you require feedback):