

How to Use this Information Sheet



When you see the word “**we**” it means True Relationships & Reproductive Health.



You can get help to read this information.

You can ask a worker or someone you trust.

Not bold

We have written some words in **bold blue** writing.

Bold blue

We will explain what these words mean.

Making a Complaint



You have a **right** to make a **complaint** when you get help from us.



A **right** is a rule that makes sure you get what is fair.



A **complaint** is when you tell someone you are **not** happy about a service.



Feedback helps us to be a better service.

How do I make a complaint?

You can –



1. Speak to us **in person**



2. Call us on the **phone**

Our phone number is – **3250 0240**



3. Send us a message **on our website.**

Our website is -

<https://www.true.org.au/contact-us>



4. Send us a **letter**

Our mail address is –

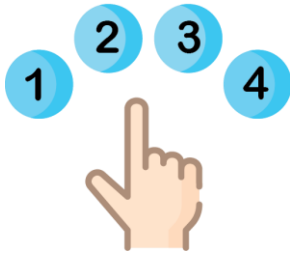
The Chief Executive Officer

True Relationships and

Reproductive Health

PO Box 215

Fortitude Valley Qld 4006



You can choose to make your complaint in the way you are most comfortable.



You can make the complaint when you are ready.

Who can help me make a complaint?

You can ask someone you **trust** to help you make a **complaint**.

You could ask –



- A worker at our service



- A support worker outside our service



- A family member



- A friend

Who can I make a complaint to?

You can make your **complaint** to –



- A worker in our service that you trust



- Our manager



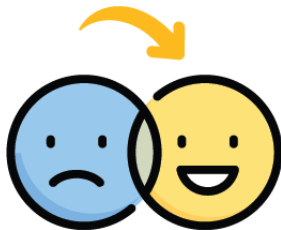
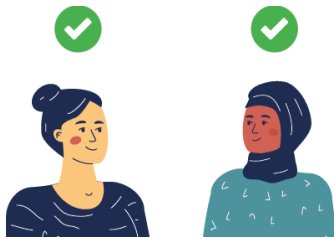
- The government

You can call them on **13 74 68**

What happens when I make a complaint?

When you have made your

complaint –



- We will be **fair** and **quick**
- We will call or email you
- We will come up with a plan to deal with your complaint
- We will tell you about the plan

We care about your feedback.

It helps us to be a better service!