

Your comments and ideas are very important to us as they can help us improve our programs and services.

We want to hear about the things we are doing well and the things we can improve.

Red Cross knows it can be difficult to give feedback or make a complaint. To help make it easier we want you to know that:

- you have a right to ask questions and tell us how we might improve Red Cross programs and services, including by making a formal complaint
- we will always listen to your comments and take your comments seriously
- making a complaint will not go against you and it will not affect you being part of any Red Cross program or service, now or in the future
- we aim to sort out any concerns or complaints quickly, fairly and confidentially
- Red Cross will investigate your complaint and let you know what steps we are taking to resolve it
- any feedback or complaint that involves a Red Cross staff member will be directed to their senior manager.

Giving us feedback, including a complaint

It's often best to talk directly to the staff member or volunteer you are in contact with. If you don't want to do this you can also:

- ask to speak to a more senior staff member
- call us on our free call number **1800 246 850**
- contact us through the Red Cross website **www.redcross.org.au** or by emailing us at **natinfo@redcross.org.au**.

You can also fill in this form and hand it into our office or post it back to us.

Is there a particular team, person or position you want this feedback to go to?

Details of feedback or complaint – What is it that you want to tell us?

Please attach additional paper if more room is required.

What would you like to see happen as a result of your complaint or feedback?

Your details

Your name and contact details are important so we can let you know how we are following up your feedback or complaint. If you want to remain anonymous, just leave this section blank.

Name _____

Phone number _____

Address _____

Please tick if you do not want to be contacted in regard to your feedback.

Thank you for taking the time to give us your feedback.

Office Use

Date received ____/____/____

Complaint/feedback forwarded to (name and position)

Date referred ____/____/____

Please attach a completed 'feedback follow-up and tracking' form.



Your
feedback
helps us
improve

Red Cross is committed to providing the best possible programs and services

Red Cross is bound by seven 'Fundamental Principles' that guide everything we do:

- the principle of **humanity** is about us preventing and easing suffering wherever it is found and promoting respect
- the principle of **impartiality** requires us to act without discrimination and to make sure that we work with those people who are most in need
- the principle of **voluntary service** commits us to using the power of humanity and the willingness of community members to share their time and abilities to assist those in need.

The other principles are **neutrality**, **independence**, **unity** and **universality** and you can learn more about them on the Red Cross website or by asking one of the staff or volunteers.



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