

## What you can expect from our Service

We will:

- Listen to, validate and believe you
- Treat you with courtesy, respect and dignity
- Respect gender, race, ethnic origin, class, religion, political/philosophical beliefs, values and sexuality
- Provide an interpreter if needed
- Provide up-to-date and accurate information
- Treat your personal and confidential information with sensitivity
- Keep information confidential unless there are concerns for safety or harm to your self or others.

If we cannot assist you, we will do our best to refer you to someone who can.

## What do we expect from you?

Tell us:

- All information which may be relevant to your circumstances
- If there are changes we should know about, for example, changes to your contact details
- If you cannot make an appointment.

## Our Vision

The vision of Cairns Regional Domestic Violence Service Inc is:

Making a difference - bringing domestic and family violence to an end

The service is free and in an emergency, no appointment is necessary.

### Cairns

Suite 2, Level 2, 88 Abbott Street, Cairns

PO Box 12103, Westcourt. Q. 4870

PHONE: (07) 4033 6100

EMAIL [dvcairns@dvcairns.org](mailto:dvcairns@dvcairns.org)

WEBSITE: [www.dvcairns.org](http://www.dvcairns.org)

### Donate at :

[www.givenow.com.au/dvcairns](http://www.givenow.com.au/dvcairns)

Funded by the Dept of Child Safety, Youth and Women  
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Happy or not happy about our service?



How to give feedback or make a complaint about our service

### Cairns

PHONE: (07) 4033 6100

### Mareeba

PHONE: (07) 4092 3290

### Douglas Shire

PHONE: (07) 4098 1974

### Tablelands

PHONE: 1300 909 250

EMAIL: [office@dvcairns.org](mailto:office@dvcairns.org)

WEBSITE: [www.dvcairns.org](http://www.dvcairns.org)

## How you can assist us

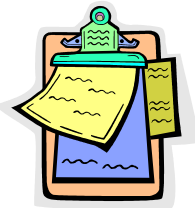
Help us to understand your needs so that we can give you the best possible service. You can do this by talking with our staff and participating in the consultation activities we conduct. We will listen to you.

If something happens that you like or do not like about our service, please let us know.

## Tell us how we are doing

We appreciate client feedback and client service evaluation forms are available in reception.

Completed forms may be placed in the box at reception. We do not ask for your name on these forms.



## Examples of complaints

- Confidentiality has been broken by a member of staff.
- Your personal rights have in some way been invaded.
- A conflict has arisen through lack of communication or a misunderstanding.

- A client has a complaint about a policy of a service.
- A client has a complaint about an action or piece of information produced by the Service
- A client has a complaint about the services they have received from the Service.

## How to make a complaint

You can make a verbal complaint by talking to a member of staff or the CEO. They will put it in writing and read it back to you. To make a written complaint, you can ask for a Client Complaint form. You may be contacted to clarify details and you will be asked what action/response you want from the Service. You will be given a copy of the complaint.

All complaints will be dealt with:

- Seriously
- Quickly
- Confidentially
- Without stopping your right to get more help from the Service
- In accordance with the principles of natural justice.

## Who to complain to

You can complain, either verbally or in writing to:

- The staff member you are complaining about
- The CEO
- The CRDVS Board
- Our funding body — the Department of Communities.

## What we will do

If your complaint is not resolved with the individual/s concerned or the CEO, the CRDVS Board will set up a complaints committee. We will look at the complaint within 7 days and you will be told of the next steps. You may be asked for more information at this point.

You can have an advocate with you at all stages and we will provide an interpreter if you need one.

