

Complaints Policy

Complaints can be a positive way of changing and improving our service.



Tell someone if there is a problem.

You have the right to make a complaint if you are not happy.



You can make a complaint in person, by phone or in writing by emailing info@rightsinaction.org.



You can talk to an Advocate, Management or the RIA Board.



We will try to fix the problem.



If you are still 😞 unhappy, you can contact the Complaints Resolution and Referral Service on

1800 800 052.