

RFDS Tasmania

How we manage your feedback >

All feedback is logged within two business days.
Once received, it is separated into the following categories:

Compliments are warmly shared with relevant staff and their leaders.

Comments are considered accordingly.

Complaints are escalated to relevant departmental leaders for investigation.

If you provide your name and contact details with your feedback, you can expect an acknowledgment of receipt and status update within five business days.

Anonymous feedback will be processed without reply.

We aim to resolve and close feedback administration within 30 business days.

If your matter is unresolved by that time, we will communicate with you regarding further issues and provide an expected extended timeline.

If you are unsatisfied with our feedback process at any time, please contact the **Health Complaints Commissioner Tasmania** at <https://www.healthcomplaints.tas.gov.au/contact-us>