



## COMPLIMENTS and COMPLAINTS

We would appreciate you telling us about the service you have received, so that we know what works and what doesn't.

We welcome feedback at any time as it helps us to improve our services. You will receive a prompt response to your feedback.

### HOW CAN YOU TELL US WHAT YOU THINK?

- Talk to your carer/companion
- Give us a call on 0488 989 808 or email us at
- Alternatively, fill in the form below and send to PO Box 181, Ballan 3342

**Client Name:** ..... **Date:** .....

**Date you received our service:** .....

**Name of your carer/companion:** .....

**What activity:** .....

**Where:** .....

**What would you like to tell us:**

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**Your name:** .....

**Contact details:** .....

**WHAT HAPPENS NEXT?**

Once you have told us what you think, we will follow a process to ensure the issue is resolved. If you are not happy with the outcome of your feedback you can contact the following:

- Office of the Public Advocate: 1300 209 342
- Aged Care Complain Resolution Scheme: 180 550 552
- Elder Right Advocacy: 1800 700 600
- Victorian Equal Opportunity Human Rights Commission: 1300 292 153
- Victorian Ombudsman: 03 9613 6222

- Human Rights Commission: 1300 656 419

***Thank you for taking the time to provide feedback***