

Help us to improve

My feedback to UnitingCare Goulburn North East

My name: _____ Phone no.: _____ Date: _____

Address: _____

(Please note, your name and contact details are needed for us to respond to you.)

Please tell us your complaint or compliment. The more detail you can give the more we will understand what you are thinking.

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

What to do now

If you have completed this form or written a letter, post it to:

Client Services
UnitingCare Goulburn North East
12 Rowan Street
Wangaratta 3677

You may prefer to email us at admin@unitingcaregne.org.au

If you are unhappy with our response you can make a complaint directly to the Chief Executive Officer (CEO), UnitingCare Goulburn North East

Alternately, you may like to contact:

- The Office of the Public Advocate on 1300 309 337 or
- The Aged Care Complaints Scheme on 1800 550 552 or
- The Disability Service Commissioner 1800 677 342.

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

Your guide to helping us to improve

Compliments & Complaints

Please give us feedback – good or bad. This helps us to know what is important to you and gives us an opportunity to improve the way we do things.

Feedback can be about a service, a person, something we've written or anything else important to you.

You can give us your feedback by:

- speaking to one of our staff face to face
- phoning us on 03 5723 8000
- emailing us at admin@unitingcaregne.org.au
- writing us a letter
- filling in the form overleaf, or the one on our website www.unitingcaregne.org.au.

If you are giving us feedback about something you are unhappy with (making a complaint) and require:

- **an interpreter**, this will be arranged
- **support**, you can ask a family member, friend, or one of our staff members to assist you. If you would like to use a formal advocate we can arrange this for you or give you information so you can arrange it yourself
- **use of the National Relay Service**, can be accommodated.

We respect your right to complain and will continue to treat you with respect and uphold your privacy. We will acknowledge your complaint within 3 working days and aim to resolve your complaint within 15 working days. We will let you know what we have done. To keep in touch with you we need your name and contact details.

By giving us feedback you will not be disadvantaged in any way and your feedback will be used to help us improve.

If you would like to give us feedback you can complete the form on the next page.