

We Welcome Your Feedback

Whether it is a compliment, complaint or a comment it is important to us, and can help us to provide a better service for you and for others.

How can I provide feedback?

- Complete the 'Tell Us What You Think' form on the reverse side of this form and give it to your worker, leave it at reception or mail it to us.
- Write a letter and mail to: Centacare Complaints Coordinator
45 Wakefield Street
Adelaide SA 5000
- Email your feedback to: enquiries@centacare.org.au
- Telephone us on: (08) 8210 8200

What happens to my complaint?

We will:

- Acknowledge your complaint within 3 working days
- Aim to resolve your complaint within 20 working days
- Ensure we keep you informed of the progress of your complaint, as necessary
- Where possible work to find an agreeable solution

What happens to my compliment?

We will:

- Let the person or program you have complimented know about it
- Share the compliment with everyone at Centacare to encourage best practice in our service delivery

What happens to my comment/suggestion?

We will:

- Make sure the right person investigates your comment/suggestions
- Notify you of any action or decision if you would like feedback

If we are unable to resolve your complaint or you do not believe that your concerns have been dealt with adequately you can contact the Health and Community Services Complaints Commissioner by telephoning: (08) 8226 8666 or Country SA toll free 1800 232 007.

* Centacare collects, manages, uses and discloses personal information in accordance with the The Privacy Act 1988 and Amendments (2000 and 2012).

Date _____ Program/Service area _____

Would you like a response to your feedback? No ☐ Yes ☐ (Please include your details below)

Name _____

Address _____

Phone _____ Mobile _____

Email _____

Would you prefer feedback by: Phone ☐ Email ☐ Letter ☐

Nature of feedback: Complaint ☐ Compliment ☐ Comment ☐ Suggestion ☐

What would you like to tell us?

What would you like to happen?

Thank you. Your feedback is important to us and can help us to provide a better service for you and for others.