

Compliments Complaints Service Suggestions

headspace Horsham are committed to providing the best possible service, support and care to our young people, family, friends and carers.

Who can submit a compliment/complaint/service suggestion? Anyone; young people, family, friends, carers, service professionals, schools, organisations, etc. Everyone's feedback is valuable to us.

Complaints and suggestions help us to refine and improve our services, performances, policies, processes and systems. Similarly, compliments help us recognise when we are meeting or exceeding community standards for service, needs and performance.

Feedback can be compliments, complaints and suggestions:

- Compliments are praise or congratulations about our service delivery, services or performance
- Complaints are an expression of dissatisfaction about our service delivery, services, performance or how we conduct our business
- Service Suggestions are ideas on how we could improve or expand on our services or do our business differently.

***services include programs/events that we provide or participate in*

What type of feedback would you like to give us?			
<input type="checkbox"/> Compliment		<input type="checkbox"/> Complaint	
		<input type="checkbox"/> Service Suggestions	
Personal Details: <i>You can choose not to give us your personal and/or contact details, but if you do it will allow us to give you feedback</i>			
First name:		Last name:	
Telephone:		Mobile:	
Email:			
Would you like to be contacted with the outcome?		<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> I would like to stay anonymous	
Feedback Information			
<i>Please share any feedback, concerns or suggestions. Include what led to making the complaint, compliment or service suggestion, and if applicable approximate dates and who was involved</i>			
<input type="checkbox"/> Service Delivery <input type="checkbox"/> Staff <input type="checkbox"/> Access to services <input type="checkbox"/> Community Concern <input type="checkbox"/> Service Development <input type="checkbox"/> Other (describe) _____			

Have you had the chance to discuss the details in the feedback section with a staff member from headspace Horsham or another agency or person for assistance with this feedback?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
	<input type="checkbox"/> N/A	

If yes, please tell us with whom and what was the outcome?

What outcomes would you like as a result of providing your feedback?

Privacy

headspace Horsham is committed to protecting your privacy. We collect and handle personal information that you provide on this form for investigating and responding to your complaint, compliment or suggestion.

*headspace Horsham will only use your information in accordance with relevant privacy and other laws. For us to provide the best possible service and outcome, we **may** need to share your personal information with others, such as headspace Horsham Management, Uniting Wimmera Management/HR, headspace National Office. If this is the case, you will be notified first with an explanation as to why we need to do this, and then to ask how you would like to proceed.*

Please be advised that compliments may be used and published by headspace National Office and/or headspace Horsham to promote headspace services and encourage help seeking behaviour. No personal or identifying information will be used. If you do not want your compliment to be published, please let us know.

If you choose to remain anonymous, headspace Horsham may be unable to respond to your complaint, compliment or suggestion.

If you wish to contact headspace Horsham who are responsible for managing the personal information that you provide on this form, please call (03) 5381 1543 or email: info@headspacehorsham.org.au

Declaration

I declare the information I have provided is true and correct

Signature:		Date:	
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NB: Complaints management process ~ where we are unable to come to a resolution at first point of contact please allow 10 working days (not including day of receipt) to process, investigate and respond to complaint. In the instance where we are unable to resolve a complaint internally, please allow up to 20 working days for an outcome as we coordinate an independent investigation.

OFFICE USE ONLY

Date received	Feedback Type	<input type="checkbox"/> Compliment	<input type="checkbox"/> Complaint	<input type="checkbox"/> Service Suggestion
Received by	If a complaint, was there resolution at first point of contact?		<input type="checkbox"/> Yes	<input type="checkbox"/> No
10 Working Days	Resolution Achieved	<input type="checkbox"/> Yes	<input type="checkbox"/> No	<i>if no proceed to independent investigation</i>
20 Working Days	Resolution Achieved	<input type="checkbox"/> Yes	<input type="checkbox"/> No	Resolution email/letter sent: