

**My feedback relates to a service received on:**

\_\_\_ / \_\_\_ / \_\_\_

If applicable, please list the date relating to the feedback you are providing

**My feedback relates to a service accessed at:**

- headspace Adelaide
- headspace Marion
- headspace Edinburgh North
- headspace Onkaparinga
- Sonder Edinburgh North
- Sonder Maitland
- Sonder Marion
- Sonder Nuriootpa
- Sonder Port Adelaide
- Solasta Klemzig
- Other please specify: \_\_\_\_\_

**My name is:** \_\_\_\_\_

You do not have to provide your name if you don't wish to do so

- Yes
- No

**I would like to be contacted:**

We take all feedback very seriously, please let us know if you would like to be contacted.

Phone number: \_\_\_\_\_

Email address: \_\_\_\_\_

Postal address: \_\_\_\_\_

**Consent to publish**

If you provided a compliment, are you ok if we publish your compliment on our website and social media, including your first name?

- Yes
- No

# thank you for your feedback

Please give this completed form to a staff member or post to:

**Feedback**  
**headspace Marion**  
**233 Sturt Rd, Marion SA 5043**

or send us an email [info@headspacemarion.org.au](mailto:info@headspacemarion.org.au)

## contact us

- Phone** (08) 8490 7700
- Fax** (08) 8490 7799
- Facebook** [headspacemarion](#)
- Instagram** [@headspacemarion](#)
- Email** [info@headspacemarion.org.au](mailto:info@headspacemarion.org.au)
- Website** [headspace.org.au/marion](http://headspace.org.au/marion)



**If you need to speak to someone urgently, please call Lifeline on 13 11 14 or Kids helpline 1800 55 1800**



headspace Marion is operated by Sonder.

headspace centres across the Adelaide metropolitan region are supported by funding from the Adelaide PHN through the Australian Government's PHN program.

headspace National Youth Mental Health Foundation is funded by the Australian Government Department of Health.

headspace acknowledges Aboriginal and Torres Strait Islander Peoples as the First Peoples of Australia and we pay respect to the Elders past and present who we share this great country with.



## we love feedback

**Information about how to provide compliments, suggestions and complaints about our services.**



**if you have any suggestions about how we can improve our service, we'd love to hear them.**

**headspace values your feedback and welcomes compliments, suggestions and complaints to help us to improve our services.**

You can provide feedback about any Sonder or headspace services and other organisational areas.

We respond to feedback directly to resolve issues in a timely manner and will keep you up to date on any actions we are taking as a result of your feedback.

## **what to expect from the process**

We will receive your feedback or complaint in good faith and you will not be disadvantaged in any way as a result of making a complaint.

Any necessary actions to resolve the issue will be carried out to the best of our ability and we will always work with you to try and find a satisfactory resolution.

Feedback and complaints are treated respectfully and confidentially with the option to remain anonymous.

Depending on the nature of your feedback, the matter may be resolved immediately. If we need to make further enquiries, or your feedback relates to a more complex matter, it may take longer to resolve.

If you need assistance in making a complaint, we are able to help you and can organise an interpreter if you need one. You may also seek support from family, a friend or an independent advocate in making a complaint.

headspace Marion uses and discloses personal information for the purpose for which it was collected. Please refer to our Privacy Policy for details, visit [sonder.net.au/privacy-policy](https://sonder.net.au/privacy-policy)

We will maintain the confidentiality of your enquiry and only involve relevant staff as required to resolve any issues.

## **did you enjoy your experience with us?**

**Let us know by leaving a review on Google!**



Scan the QR code or visit **bit.ly/3xURHRY**

## **your feedback**

This form can be used to provide feedback about our services. Feedback may be a compliment, a suggestion or a complaint.

### **My feedback is a:**

- Compliment     Suggestion     Complaint

### **I am a:**

- Person accessing a service     Family, friend or carer

- Other please specify: \_\_\_\_\_

### **My feedback is:**

\_\_\_\_\_

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