Complaints, Compliments & Feedback Form

Our headspace service is committed to providing the best possible service to young people, their family and friends. We value your feedback so we can improve the services we provide.

Please let us know what we do well and where we can improve our IPS Youth Program.

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| --- | --- | --- | --- | --- | --- |
| Let us know your response below: | | | | | |
| Complaint | | Compliment | | | Feedback |
| **Personal Details** | |  | | | |
| Do you wish to remain anonymous: | | Yes | | | No |
| First name: |  | | | Last name: |  |
| Address: |  | | | State: |  |
| Telephone: |  | | | Mobile: |  |
| Email: |  | | | | |
| **Feedback Information** | | | | | |
| Name of headspace centre: | |  | | | |
| Address of headspace centre: | |  | | | |
| Please share any feedback or concerns. Include what led to making the complaint, compliment or feedback, the approximate dates and who was involved? | | | | | |
|  | | | | | |
| Have you had the chance to discuss your concerns with the headspace service or another agency or person for assistance with these concerns? | | | | | |
| Yes | | | No | | |
| *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** Mount Isa 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 feedback.  **headspace** Mount Isa will only use your information in accordance with relevant privacy and other laws. For us to provide the best possible service, we may need to share your personal information with others, such as ATODS, etc. that deals with the concerns identified in your feedback.  Please be advised that compliments may be used and published by headspace 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** Mount Isa may be unable to respond to your complaint, compliment or feedback.  If you wish to contact **headspace** Mount Isa who are responsible for managing the personal information that you provide on this form, please call **4437 1300 or email: reception@headspacemtisa.org.au**.  You also have the right to access your information and seek its correction under the Freedom of Information Act 1982. For information about making a Freedom of Information application contact Freedom of Information Unit on 03 9096 8449 or 1300 650 172. | | | | | |
| **Declaration** | | | | | |
| *I declare the information I have provided is true and correct* | | | | | |
| Signature: |  | | | Date: |  |

**Thank you for taking the time to provide feedback about our service.**