

Feedback

We're very keen to hear what you have to say about our services. We like to do the best job we can, so if you think our staff or services have done a good job in assisting you, or if you have some ideas about improvements, we'd really like to know about it.

Complaints

On the other hand, you may be unhappy about something we've done, or perhaps not done, and we'd like to hear about that too. Complaints are just as important as praise and appreciation in helping us improve our services – if we could have done something better, we need to know about it so we can try to do it better next time. For example, if you feel that the quality of service wasn't satisfactory, or that our staff didn't treat you respectfully, let us know as soon as you can. That way we can work through issues as they come up, to get better outcomes for you and better relationships between you and our staff.

Your Privacy

Sometimes people feel reluctant to make complaints. They may be embarrassed, afraid that no-one will listen, or anxious about what will happen. If you feel this way, you can give your feedback anonymously - you don't have to identify yourself. We will respond to your comments, however you decide to make them.

To pass on your comments:

- ♦ you can make a complaint or send us feedback on line. Go to our website at www.everyman.org.au, where you'll find a link to the on-line feedback form on our home page.
- ♦ talk to any of our staff. If they're not the person to deal with your complaint, they will get it to the right place.
- ♦ you can discuss your concern in a conversation, in an email or a letter.
- ♦ phone us on 6230 6999 or visit our office and ask to talk who can deal with a complaint
- ♦ email the Executive Director, at exec.everyman@gmail.com for more information or to get the email address of the person you want to send a complaint or other feedback
- ♦ you can write directly to our Board of Directors. If you'd like to contact the Board, address your letter like this:

CONFIDENTIAL – OPEN ADDRESSEE ONLY
 Board of Directors
 EveryMan Australia
 GPO Box 1753
 CANBERRA ACT 2601

Your details: (If you would prefer not to be identified, you can leave this section blank.)		
Name(s):		Today's date:
Ph:	Mobile:	email:
Address:		
Reason for feedback:		
<input type="checkbox"/> Positive feedback for an EveryMan program <input type="checkbox"/> Report excellent service by EveryMan staff <input type="checkbox"/> Suggest something to improve or enhance service		<input type="checkbox"/> Offer constructive criticism <input type="checkbox"/> Make a complaint <input type="checkbox"/> I'm requesting a formal complaint process
Other reason:		
Incident details: (If feedback is about a particular incident)		
Time:	Date:	Place:
Who was involved?		

Feedback details:

What do you want to tell us about - what happened, your reactions, thoughts, suggestions etc?

Please let us know whether you'd like us to contact you and let you know the outcome of your feedback.

<input type="checkbox"/> Yes - by phone <input type="checkbox"/> Yes - by email <input type="checkbox"/> No thanks	If you said no, can you say why?
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Do you have any comments or suggestions about improving this form or our feedback and complaints procedures?

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OFFICE USE ONLY *NB: action to be taken within one working day*

Received by: _____ at _____ : _____ am/pm on ____ / ____ / ____

Feedback relates to: <input type="checkbox"/> Accommodation service <input type="checkbox"/> Disability service <input type="checkbox"/> Counselling service <input type="checkbox"/> PVMA <input type="checkbox"/> WWM <input type="checkbox"/> Admin – front office <input type="checkbox"/> Directors	Referred to: _____ Time and date referred _____
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Immediate action taken:

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Issues for follow-up:

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Sender advised of receipt of feedback and initial action, and who referred on to? YES, by phone email No, because: _____