

## Feedback and Complaint Form

Aged and Disability Support Services (ADSS) aim to provide everyone with a quality service. We welcome your feedback to help us improve our service to you. Your feedback will be treated confidentially and if you want to provide your contact details, a Council Officer will respond to you within five working days of receipt of your feedback.

The feedback form is on the back of this page. Please refer to the Community Care Program Guidelines for further details about our procedures.

If your matter is urgent, please call ADSS on 9840 9700 for immediate attention.

### Things to know about your feedback

- You have the right to make a complaint and to have your complaint investigated objectively
- Your concern will be taken seriously and will be followed up
- Your feedback or complaint will not impact the service you receive
- You do not have to supply your details, however please do so if you want us to contact you in relation to your feedback
- You are encouraged to raise issues as early as possible to clear up misunderstandings and to resolve issues early
- Please contact Council if you need us to arrange someone to help you to communicate, assist or advocate on your behalf.

### How to lodge a complaint or provide feedback

In the first instance, we encourage you to raise your concerns or provide feedback to your support worker or the Program Co-ordinator. If you prefer, you can refer your issue to the Manager ADSS, Director Community Programs or the Council Chief Executive Officer.

You can do this by:

- Post: Manager, Aged and Disability Support Services, Manningham City Council, 699 Doncaster Road, Doncaster Vic 3108
- Phone: 9840 9700 (direct to ADSS) or 9840 9333 (Customer Service)
- Email: [manningham@manningham.vic.gov.au](mailto:manningham@manningham.vic.gov.au)
- Website: [www.manningham.vic.gov.au](http://www.manningham.vic.gov.au)

If you are not satisfied with how your complaint has been dealt with by Council or if you prefer, at any point in time, you can take your complaint to an independent authority, including the Aged Care Complaints Commissioner, the Department of Health and Human Services, the State Government Ombudsman or the Health Services Commissioner. Contact details for these authorities are provided in the Community Care Program Guidelines.

Use this form for feedback or issues that are non urgent. If the matter is urgent, please call Council's Aged and Disability Support Services on 9840 9700 for immediate attention.

**Today's date:**

**Please provide details of your feedback or complaint below** (add pages if required):


**Would you like somebody to contact you in relation to this feedback?**

**YES** (if YES we will need your contact details)

**NO**

**Your Details** (you may choose not to give your name and contact details)

**Name:**

**Address:**

**Contact Phone Number:**

**Contact Email:**

**Thank you for taking the time to provide feedback.**

Please return this form to:

Manager, Aged and Disability Support Services

Manningham City Council , PO Box 1, Doncaster VIC 3108

**DATE RECEIVED** (office use only):