



Tell us if you think we can do better

Client Feedback Form

If you are happy about our service, or have a suggestion or complaint talk to one of our staff, or fill in this form



Need help with the form?

If you have difficulty reading a standard printed document and would like to receive this publication in an alternative format — such as large print or audio — please telephone 6205 0619.

If English is not your first language and you require the translating and interpreting service — please telephone 131 450.

If you are deaf or hearing impaired and require the TTY typewriter service please telephone 6205 0888.

What do I do with the form?

Give the form to one of our staff, or post to:

Consumer Advocacy and Quality Service
Disability, Housing & Community Services
GPO Box 158
Canberra ACT 2601

Where else can I go for help?

If at all possible, talk to us first. You are entitled to contact a range of oversight bodies including the Human Rights Office and the Ombudsman.

When will you hear from us?

You should hear from us within 5 working days. If not contact Consumer Advocacy and Quality Service on 62050473, 62074504 or 13 3427 or Fax 6207 2048

Staff use only

Date:

Method of feedback:

Mail In person Phone Email

Staff name:.....

Area:
.....

Forwarded to:

Resolved yes no

Action taken.....
.....

Further action required
.....

Lessons
.....

Which service are you writing to us about?

Date

What would you like to tell us? (Please write your comments below)

Compliment

Comment

Complaint

What would you like to happen?

Thank you. Your feedback will help us to provide a better service. Would you like a response to your feedback? Yes No

Your details (optional)

Name:.....

Address

Phone:.....(w)(h).....

(m).....email:.....

- ENGLISH If you need interpreting help, telephone:
- ARABIC إذا احتجت مساعدة في الترجمة الشفوية، إتصل برقم الهاتف:
- CHINESE 如果你需要传译员的帮助，请打电话:
- CROATIAN Ako trebate pomoć tumača telefonirajte:
- GREEK Αν χρειάζεστε διερμηνέα τηλεφωνήστε στο
- ITALIAN Se avete bisogno di un interprete, telefonate al numero:
- MALTESE Jekk għandek bżonn l-għajjnuna t'interpretu, çempel:
- PERSIAN اگر به ترجمه شفاهی احتیاج دارید به این شماره تلفن کنید:
- PORTUGUESE Se você precisar da ajuda de um intérprete, telefone:
- SERBIAN Ако вам је потребна помоћ преводиоца телефонирајте:
- SPANISH Si necesita la asistencia de un intérprete, llame al:
- TURKISH Tercümana ihtiyacınız varsa lütfen telefon ediniz:
- VIETNAMESE Nếu bạn cần một người thông-ngôn hãy gọi điện-thoại:

Translating & Interpreting Service
131 450
Canberra & District: 24 Hours a day, 7 days a week