

Compliment and Complaint form

Your Name:

Note: If you choose to not provide your name, a response will not be possible

Today's date:

Please tick if this is a:

Compliment Complaint

Do you require a response?

No Yes-Phone Yes-Letter Yes-Email

If so, please provide relevant contact details:

Phone:

Address:

Email:

What do you want to tell us?

I understand that information contained in this form may be used for informing improvements.

Privacy statement: Windermere respects your privacy and will not divulge your details to any third parties.

Our purpose

We get in early to make a difference in the lives of individuals, families and communities.

Contact details are:

Southern Metropolitan:

48 Webb Street
Narre Warren VIC 3805
Phone (03) 9705 3200
Fax (03) 9796 7650

Gippsland:

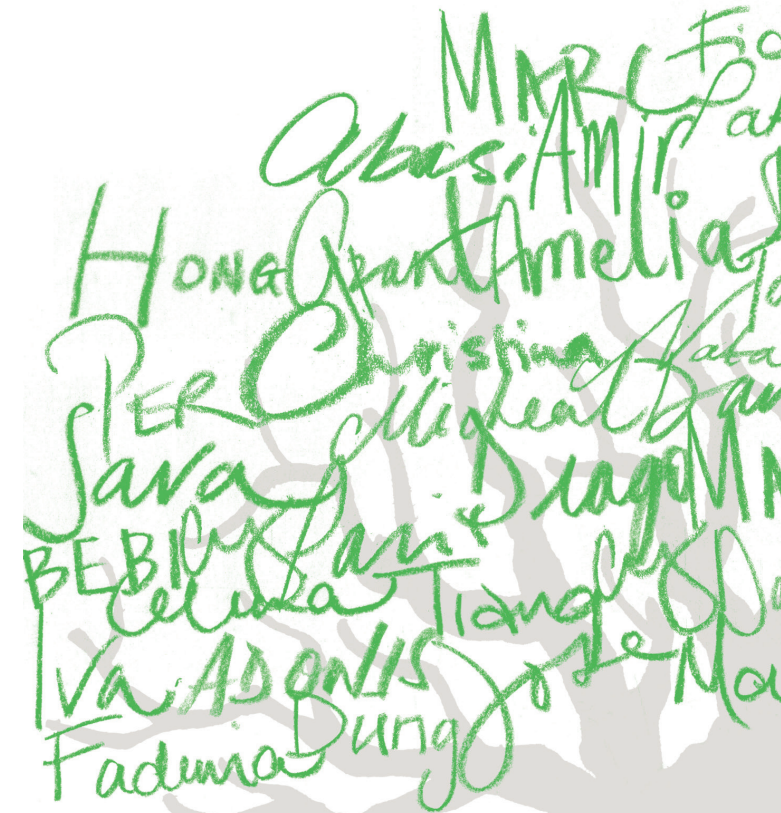
246 Commercial Road
Morwell VIC 3840
Phone (03) 5135 1500

Warragul:

12 George Street
Warragul VIC 3820
Phone (03) 5622 1200

info@windermere.org.au
www.windermere.org.au

Compliments & Complaints



If you require an interpreter, we can arrange for one to be provided.



Interpreter



everyone is someone in our community

What are compliments and complaints?

Compliments

Compliments are expressions of praise, encouragement or gratitude about services delivered by Windermere.

Compliments provide:

- valuable indicators of the effectiveness of a service
- useful insights about the aspects of service most meaningful to consumers
- examples of good practice which can be shared throughout the organisation
- an opportunity to recognise the efforts of staff
- acknowledgement of excellence.

If you have a compliment relating to your service experience at Windermere we would love to hear about it.

Complaints

Windermere respects your right to make a complaint. This information is recorded and helps us to improve our services. All complaints are handled with sensitivity and in confidence. You can expect to be treated fairly and for your service to continue uninterrupted.

It is important that you feel the complaint process is safe and accessible. You have a right to involve an advocate, family member or friend. Your complaint can be lodged directly with the worker concerned or the service manager.

How do I lodge a compliment or complaint?

You can lodge your feedback by:

- Completing this form and posting, emailing or delivering it
- Visiting our website at www.windermere.org.au
- Telephoning one of our sites, see contact details on this brochure



What will Windermere do with my compliment or complaint?



You have the right to contact the Director of Community Services & Business Development and the Director of Corporate Business if you feel your complaint has not been heard or resolved satisfactorily

Who else can I contact if I am not happy with the handling of my complaint:

Consumer Affairs Victoria **AS**

Ph: 1300 558 181 Web: www.consumer.vic.gov.au
Email: consumer@justice.vic.gov.au

Health Services Commissioner – Make A Complaint **AS**

Ph: 1300 582 113 Toll Free: 1800 136 066
Email: hsc@health.vic.gov.au Web: health.vic.gov.au/hsc/complaint

Ombudsman Victoria **AS**

Ph: 9613 6222 Free Call: 1800 806 314
Email: ombudvic@ombudsman.vic.gov.au
Web: www.ombudsman.vic.gov.au

Privacy Victoria **AS**

Ph: 1300 666 444 Email: enquiries@privacy.vic.gov.au

Victorian Equal Opportunity & Human Rights Commission **AS**

Ph: 1300 292 153 Email: enquiries@veohrc.vic.gov.au
Web: humanrightscommission.vic.gov.au

Disability Services Commissioner **DS**

Ph: 1800 677 342 Web: www.odsc.vic.gov.au
Email: complaints@odsc.vic.gov.au

VALID

(Victorian Advocacy League for Individuals with Disability) **DS**

Ph: 9416 4003 Freecall: 1800 655 570 (Rural Victoria only)
Email: office@valid.org.au Web: www.valid.org.au

Department of Health and Human Services **IFS HS DS**

Complaints, Integrity and Privacy Unit (CIPU)
Ph: 1300 884 706 Email: complaints.reception@dhs.vic.gov.au

Department of Education and Training **ECECS ECIS**

Ph: 8765 5600 Email: sevr@edumail.vic.gov.au
(South Eastern Victoria Region)

Homelessness Advocacy Service (Vic) **HS**

Free Call: 1800 066 256

Victim Support Agency **VAP**

Department of Justice Ph: 1800 819 817
Email: vsa@justice.vic.gov.au Web: www.victimsofcrime.vic.gov.au

AS = All Services, **DS** = Disability Services,

ECIS = Early Childhood Intervention Services

ECECS = Early Childhood Education and Care Services,

VAP = Victims Assistance Program, **HS** = Housing Support

IFS = Integrated Family Services