



Connect **in** Gippsland

conversation ◦ collaboration ◦ choice

Providing Feedback



If you have any concerns, please talk to us directly by contacting the coordinator in your area, or email:
connectingippsland@gippscasa.org



We are happy for you to make suggestions, feedback or complaints to help us give you the best service.

- If you want to tell us you had a good experience, share how helpful the team were, or if we let you down, we are here to listen.

Making a complaint is OK

- It is not always easy but it is Ok to talk to us about any worries you have about our service.
- It is important you can talk about what happened and how it made you feel.

Reasons you may want to make a complaint

- We want to help you and make sure you are ok and other people are ok in the future.
- You feel that one of our team was rude to you.
- You are upset about the way you are being treated.
- Our service was not helpful for what you needed.