

## Client Feedback, Compliments and Complaints

We welcome all feedback. Your voice matters and helps us improve our services.

All information is strictly confidential. If you feel unsure about anything or would like help completing this form, please speak to a team member.

### What would you like to share:

- ☐ Compliment  
☐ General Feedback or suggestion  
☐ Concern or complaint

### Tell us about your experience:

Date (if known): ..... Location / Service: .....

Please share what happened, in your words: .....

.....  
.....  
.....  
.....

Would you like to remain anonymous: ☐ Yes ☐ No

### Your Details (optional):

Mrs ☐ Ms ☐ Mr ☐ Miss ☐ Mx ☐ Dr ☐

Name: .....

Preferred contact method: ☐ Phone ☐ Email ☐ No follow-up

Contact details: .....

### Share your feedback:

In person: 65 Central Lane, Gladstone QLD 4680  
email: [ceo@safeandwellcq.org.au](mailto:ceo@safeandwellcq.org.au)  
phone: (07) 4979 1456 or 1800 749 222

or mail: PO Box 5383, Gladstone Central QLD 4680  
or online: [www.safeandwellcq.org.au](http://www.safeandwellcq.org.au) (send enquiry)

### Follow-up Process:

1. If follow-up is requested, you will be contacted within five (5) working days to discuss the feedback, compliment, concern or complaint.
2. You will be informed by Safe and Well CQ within 14 days of your initial conversation with the CEO, Chief Operating Officer or appointed representative of any proposed resolutions if applicable.
3. When a satisfactory resolution is reached, it will be implemented within 14 days of that decision.