

Your contact details

Full name _____

Address _____

Phone _____

Email _____

Today's date _____

Please tick preferred contact method:

Phone Email Mail

Your feedback

If you require more space please attach a separate page

YOUR FEEDBACK

We believe better outcomes happen when people imagine better and experience more in a setting that is dedicated to their health, happiness and wellbeing

For more information please call **9740 7100** or email info@distinctiveoptions.com.au



distinctiveoptions.com.au



Acknowledgement of country

Distinctive Options acknowledges the traditional custodians of the lands on which our company is located and where we conduct business. We pay our respects to ancestors and Elders, past and present

YOUR FEEDBACK

Your FEEDBACK IS important TO US



Distinctive Options In Life



#astoryeverysecond

At Distinctive Options we want you to be able to feel included, accepted and valued. Importantly we also want you to be heard.

How you can provide feedback:

- Complete the form in this brochure and return via mail in a sealed envelope to: Distinctive Options PO Box 41 Sunbury VIC 3429
- Email a completed feedback form to info@do.com.au
- Give a completed feedback form to your Distinctive Options representative
- Visit the Feedback page on our website to submit an online form distinctiveoptions.com.au/give-feedback
- Call us on 03 9740 7100
- Use the National Relay Service (NRS). NRS is a service for people who are deaf or have a hearing or speech impairment.
- Online: <http://internet-relay.nrscall.gov.au>
T: 1300 555 727 TTY: 133 677

Our feedback process

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Your feedback will be formally acknowledged within one working day of receipt. All feedback will be dealt with as follows:

Compliment or suggestion

Your compliments will be forwarded to management and employees recognised if applicable

Your suggestions will be considered and the outcome communicated back to you

Complaint

If your complaint cannot be resolved at the point of service, a coordinator will contact you within 3 days

We will aim to respond and update you within 10 business days even if unresolved

If you are not satisfied with the outcome you will be supported to access independent advocates.

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Please tick the type of feedback you would like to provide:

- Compliment Complaint
 Suggestion Other

Please tick the business area (s) your feedback relates to:

- DO Connect Sunbury
 DO Connect Bendigo
 DO Kyneton
 DO Brimbank
 Independent Living Supports
 Other _____