

Let us know what you think.

Feedback, compliments and complaints

Your feedback is valued and helps us to improve our services.

Uniting is constantly striving to provide the best support and services we can. You can provide feedback, compliments or complaints by speaking to your main contact at Uniting. If you are not happy with the outcome, or if you are not comfortable speaking with your main contact, then contact the program manager. Or you can provide feedback by completing the form below, emailing consumerfeedback@vt.uniting.org or completing the online feedback form at unitingvictas.org.au.

Feedback

Date

The service or program that my comments relate to is:	Location of service:
Tell us about your experience:	
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Personal details (or you can stay anonymous)

Name	
Address	
Suburb	Postcode
Email	Phone
Are you happy for your name and personal details to be passed on to your program worker? <input type="radio"/> Yes <input type="radio"/> No	<input type="radio"/> Tick if you would like to be contacted further about your feedback. Preferred contact: <input type="radio"/> Phone <input type="radio"/> Email

Additional information.

Need help with this form?

If you need help filling in this form, you can ask a staff member for assistance.

If you would like to view this form in another language, go to unitingvictas.org.au and choose the translate tool at the top of the page, or ask a staff member to print a translated copy for you from the website.

We can organise an interpreter for you if needed.

What do I do with my completed form?

Once you have completed the form you can:

- Give it to reception or any staff member
- Post it to your local Uniting site or:
Quality team
Uniting Vic.Tas
130 Lonsdale St
Melbourne Vic 3000
- Email it to
consumerfeedback@vt.uniting.org
- Complete the online feedback form at unitingvictas.org.au

What will you do with my information?

Uniting Vic.Tas is committed to protecting your privacy.

We collect and handle personal information that you provide on this form for the purpose of following up on your feedback and responding.

We will only use your information in accordance with the relevant Privacy Act 1988 (Commonwealth) and other state laws.

If you choose to stay anonymous, we will record your feedback and address your concerns. You can contact the Quality team to discuss the response to the issues you raised while remaining anonymous.

For more information about our complaints process, please refer to our printed Consumer Handbook or go to unitingvictas.org.au.

If we're unable to resolve your concerns, you may wish to lodge a complaint with an independent advocacy agency. There are a range of advocacy and complaints services listed in the Consumer Handbook.

About Uniting

Uniting Vic.Tas is the community services organisation of the Uniting Church in Victoria and Tasmania. We have worked alongside local communities across both states for over 100 years. We deliver a broad range of programs and services in the areas of child, youth and families, community wellbeing and capacity building, housing and homelessness, alcohol and other drugs, mental health, disability, early learning and aged and carer.

Learn more

unitingvictas.org.au

Get in touch

Contact your local Uniting services site or the Quality team
Uniting Vic.Tas
130 Lonsdale St
Melbourne Vic 3000
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unitingvictas.org.au