

ANGLICARE NT

Feedback

We value your feedback!
Compliments, Concerns and Complaints
help us improve what we do
and how we do it

Tell us what
you think!



Anglicare NT

RESPECT • FAIRNESS • COMMUNITY

How to provide feedback

Feedback Forms are available on our website and at reception. You can post or email your comments, put a note in a suggestion box, phone us or talk directly to a staff member.

What happens next?

If you give us a compliment, we will say thanks and pass it on to the relevant team.

If you have a concern or a complaint, it will be dealt with quickly and fairly. If the matter is not resolved through discussions with a staff member or a manager, we will talk with you about other ways to resolve the issue.

We will respect your privacy and handle your feedback confidentially.

You have the right to lodge an anonymous complaint, however this may limit what we can do about the matter.

We will contact you within three (3) business days and stay in touch until the matter is resolved.



Other options

If you are unhappy with the outcome of our processes, you can raise your concern with an external authority.

You can also take your complaint directly to an external authority.

Some of our services are linked to an Independent Complaints process.

We will provide you with information on your external complaint options.

Thank you!

Thank you for taking the time to let us know what we do well and how we can improve.

Contact Us

Email: feedback@anglicare-nt.org.au

Website: anglicare-nt.org.au

Head Office - Darwin

60 Winnellie Road
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PO Box 36506
Winnellie NT 0821
Phone: 08 8985 0000

Alice Springs

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Leichhardt Terrace, Alice Springs NT 0870
Phone: 08 8951 8000

Katherine

15 Third Street
Katherine NT 0850
Phone: 08 8963 6100

Nhulunbuy

Lot 6, 93 Chesterfield Circuit
Nhulunbuy NT 0881
Phone: 08 8939 3400