

Help us understand what matters to you, so we can improve what we do and how we do it

If you want to give us some feedback, you can:

- complete the form inside this brochure
- use the online form on our website
- talk directly to a staff member
- post or email us your comments
- put a note in a suggestion box at our reception areas, or
- give us a call



AnglicareNT
Feedback

Tell us what you think!

Contact Us

Email feedback@anglicare-nt.org.au

Web anglicare-nt.org.au

Postal PO Box 36506, Winnellie NT 0821

Head Office, Darwin

60 Winnellie Road, Winnellie NT 0820
T 08 8985 0000

Alice Springs

10 Cinema Complex, Leichhardt Terrace
Alice Springs NT 0870
T 08 8951 8000

Katherine

15 Third Street, Katherine NT 0850
T 08 8963 6100

East Arnhem

93 Chesterfield Circuit, Nhulunbuy NT 0880
T 08 8939 3400

f /AnglicareNT **t** @AnglicareNT
anglicare-nt.org.au

We value your

- Compliments
- Concerns
- Complaints

Anglicare NT provides integrated community services in urban, regional and remote locations across the Northern Territory

How to provide feedback

You can complete the feedback form inside this brochure or on our website. Post or email your comments, put a note in a suggestion box at one of our reception desks, phone us or talk directly to a staff member.

What happens with your feedback

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.

Your feedback will also be used to help us evaluate our services and report on outcomes.

Your options

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

You also have the right to take your concern to an external authority from the start. We can give you information on external complaints options.

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

Thank you!

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



Feedback form

Your name/organisation

Your feedback

Email address

Phone number

Postal address

Would you like us to contact you?
 Yes No

Do you need an interpreter?
 Yes No

If yes, what language?

Thank you!