

PROVIDING FEEDBACK

We want to provide you with the best possible service. Your feedback, suggestions and complaints allows us to see what we're doing right as well as there are rooms for improvement.

Interpreter Services:

If you need an interpreter when providing feedback, ask to speak to one of our team members.

Our Commitment:

We will investigate any complaints you may have in a timely manner. We will acknowledge your complain within 5 working days from receiving your complaint, and aim to have a response within 30 days. You have the right to complain without any negative consequences.



THANK YOU FOR YOUR FEEDBACK

You can hand this form into your DSS case manager.

Post it to us at:
Darebin Support Services
6/282 Plenty Road
Preston VIC 3072

Contact a Darebin Support Services team member on:
t: (03) 8414 0166
e: support@dss.com.au

External Complaints Officers

If you aren't happy with how DSS staff have managed your complaint, you can also contact:

National Disability Insurance Agency
1800 800 110

Disability Services Commissioner
1800 677 342



Tell us what you think:

Feedback, Suggestions, & Complaints

Your opinion matters to us. We welcome and value any feedback you have about our services.

Date:

Service:

Please provide details of your feedback:

Use the space provided to write a short summary of your feedback. It is useful to include what happened and what you'd like to happen.

Are you happy with your care?
Tell us what we did well:

Do you have any ideas for how we can improve our services?
We look forward your suggestions:

Were you unhappy with your care?
Tell us your concerns:

How can we resolve your concerns?

Your name (optional):

Please leave your phone number or email address if you'd like us to get in contact regarding your feedback:
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