

YOUR OPINION IS VALUED & APPRECIATED



Thank you for being our valued client. We hope your experience has been positive and life-changing. Please share your thoughts with us - something you appreciated, or something that could be improved.

- What do we do well?
- What did you like about our approach?
- Are there any changes you think we should make?
- What do you think can make our service better for other people?
- What additional services could we provide?

Your opinion is valued and complaints will be addressed confidentially, fairly and quickly. If you make a complaint, we will respond within 5 working days. We will provide feedback either by letter, phone call or a face to face meeting.

Anything you wish to share with us will remain confidential.

Please email clientservices@holyoake.org.au to send us your feedback.