

Feedback form

Please tell us about your experiences at Lives Lived Well. You can add extra pages if needed.

Feedback / comments:

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To be completed by the Service Manager:

Received on:

Signed:

Service Manager:

Contact us

Lives Lived Well aims to support, protect and promote the rights of all individuals accessing our services. Your feedback is important to us.

Why give us feedback?

Lives Lived Well aims to support, protect Whatever your experience, your feedback is welcome and helps us improve our services. We will treat your feedback confidentially.

Call us on **1300 727 957**

Email us at **info@liveslivedwell.org.au**

Post to us at:

**Clinical Director, Lives Lived Well,
PO Box 332, Spring Hill, QLD, 4004**

Fax info to **07 3832 2527**

Check out our website

For more information on this and other Lives Lived Well programs and services go to: **www.liveslivedwell.org.au**

You can also complete our online feedback form there.



Lives Lived Well

Passionate about the possibilities

We value your
feedback



Lives Lived Well

Passionate about the possibilities

Compliment?

What is a compliment?

A compliment is when you want to tell us about a positive experience you've had with a Lives Lived Well service.

Be heard

Visit our website to share your experiences with us.

You can also your story by taking our Client Satisfaction Survey or posting on Care Opinion.

Visit:
www.liveslivedwell.org.au/feedback-or-complaint/



Complaint?

What is a complaint?

A complaint is when you want to tell us you are dissatisfied with a Lives Lived Well service.

How to make a complaint

You are welcome to talk to us in person.

You can speak with the person involved or you can talk to the Team Leader or Manager. If you like, you can bring along a support person.

If you are uncomfortable speaking with someone and prefer to put your concerns in writing, or if you wish to give feedback anonymously, you can complete the Feedback Form contained in this brochure.

What will happen with your complaint?

No matter how you choose to raise your complaint, it will be taken seriously. Once you have filled out the form in this brochure, you can place it in the feedback box at your service, or seal it in the provided envelope. Our Clinical Director will then review the complaint.

If you have requested it, we will let you know we have received your feedback and we will discuss the next steps we are taking to address your concern.

Taking further action

If you are not satisfied with our response, you can contact an independent agency. Information about independent agencies is available on the Queensland Mental Health Commission website at www.qmhc.qld.gov.au

Withdrawal

You can withdraw your complaint at any time just by letting us know.

Want us to get back to you?

Name:

Signature:

Address:

Email:

Phone:



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