

if you have any suggestions about how we can improve our service, we d love to hear them.

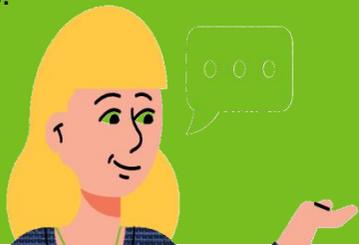
headspace values your feedback and welcomes complaints, compliments, and suggestions to help us to improve our services.

You can provide feedback about any headspace services and other organisational areas.

We respond to feedback directly to resolve issues in a timely manner and will keep you up to date on any actions we are taking as a result of your feedback.

what to expect from the process

We will receive your feedback or complaint in good faith and you will not be disadvantaged in any way as a result of making a complaint. Any necessary actions to resolve the issue will be carried out to the best of our ability and we will always work with you to try and find a satisfactory resolution. Feedback and complaints are treated respectfully and confidentially with the option to remain anonymous.



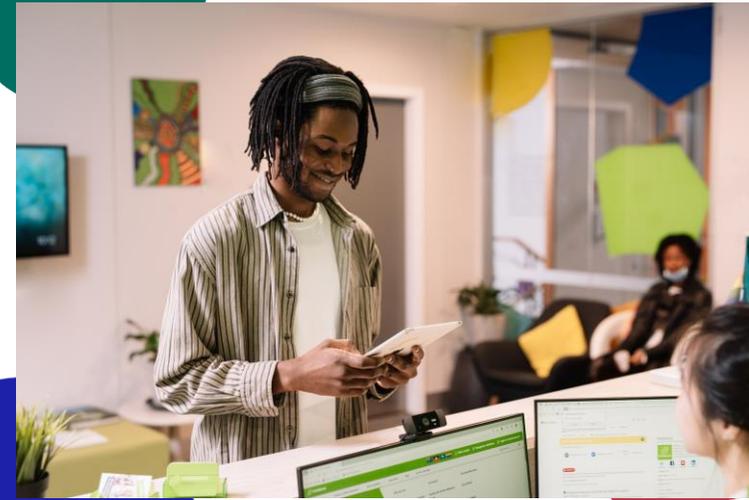
Depending on the nature of your feedback, the matter may be resolved immediately.

If we need to make further enquiries, or your feedback relates to a more complex matter, it may take longer to resolve. If you need assistance in making a complaint, we are able to help you and can organise an interpreter if you need one.

You may also seek support from family, a friend or an independent advocate in making a complaint.

We value your privacy and only disclose your personal information for the purpose it was collected.

We will maintain the confidentiality of your enquiry and only involve relevant staff as required to resolve any issues.



If you need to speak to someone urgently, please call Lifeline on 13 11 14 or Kids helpline 1800 55 1800

To be completed by the Centre Manager:

Received on: _____

Signature: _____

headspace Grafton is funded by Healthy North Coast Ltd and is a program of GenHealth Inc. ABN 73 738 289 843

headspace National Youth Mental Health Foundation is funded by the Australian Government Department of Health.

headspace acknowledges Aboriginal and Torres Strait Islander peoples as Australia's First People and Traditional Custodians. We value their cultures, identities and continuing connection to Country, waters, kin and community. We pay our respect to Elders past, present and emerging.