Do you have a:   
- Compliment?  
- Suggestion?   
- Concern?

Your feedback plays an important role in helping us to improve our service.

**What to do with this form:**

**When you have completed this form, you can:**

* Give it to any staff member you feel comfortable with
* Post it to us at:

**Emma House Domestic Violence Services**

**P.O. Box 547, Warrnambool, Vic 3280**

**Interpreter services:**

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

**Our commitment:**

We will investigate any complaint(s) you have made in a timely manner and advise you in writing of the outcome.

If you are unhappy with the response you receive, you can follow the steps below:

1. Approach the Executive Officer or a staff member of your choice
2. Approach a member of the EHDVSI Council
3. Lodge an appeal with EHDVSI to have the decision reviewed
4. If you are still not satisfied with the outcome, you can lodge an appeal with the Ombudsmen Victoria to review your complaint at [www.ombudsman.vic.gov.au](http://www.ombudsman.vic.gov.au)

**Thank you for taking the time to provide our team with your feedback.**

Today’s date: / /

Relationship with Emma House:

Service User / Staff Member / Member of the Public etc.

**Unhappy with your care?**

Tell us about your concern(s):

**Happy with your care?**

Tell us what we did well:

Your name (optional): \_

Phone / Address (optional): \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_   
Please tick as appropriate:

Please call me so I can give you more information

I would like a response to my feedback

How would you like this issue to be resolved?

**Any suggestions?**

Do you have any ideas for improving what we do?