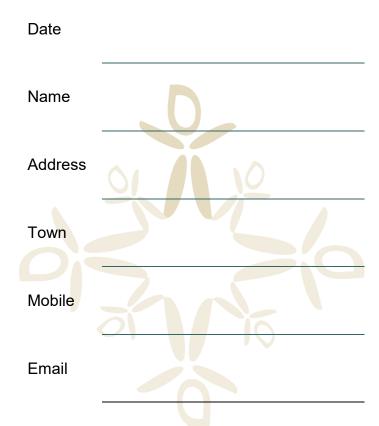




We are happy to discuss your comments with you.

If you would like this to happen please fill in your details below.

You will be contacted as soon as possible.



### **Contact Us**

### **Shepparton Office**

PO Box 1069, Shepparton. 3632 19 Welsford Street, Shepparton Phone: (03) 5823 7000

### **Seymour Office**

PO Box 457, Seymour. 3661 64 High Street, Seymour **Phone:** (03) 5735 4600

Info@familycare.net.au

# **Advocacy Services**

Rights Information and Advocacy Centre
 03 5222 5499

## **Additional Options**

- Department of Families, Fairness and Housing
  1300 884 706
- Aged Care Quality and Safety Commission 1800 951 822
- Disability Services Commissioner
  1800 677 342
- NDIS Quality and Safeguards Commission 1800 035 544
- Health Complaints Commissioner
  1300 582 113
- Victorian Ombudsman 1800 806 314
- Victims of Crime Commissioner
  1800 010 017



# "Have Your Say"

Client Feedback & Complaints



Our values support our service to you



# Why your feedback is valuable to us

FamilyCare is committed to providing high quality services to our clients and to the community.

We welcome any compliments, complaints or suggestions that will assist us to review and improve our services. These can be made in person, via telephone, email or in writing.

# **Complaints**

At FamilyCare, complaints about any of our services are taken seriously.

All complaints will be followed up and a response provided to you as soon as possible.

Other options for further review or management of complaints are provided in this brochure under 'Advocacy Services' and 'Additional Options'.









to our service.

# Provide your feedback in the space below. Thank you for taking the time to provide feedback

# Which area of FamilyCare were you dealing with?

(Tick the appropriate box)

Central Intake

Reception

	Child & Family Services
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# Which office do you mainly deal with?

Shepparton	

Seymour

Cobram

