	se list the date rela	ting	
/ feedback cessed at:	relates to a s	ervice	
headspace Adelaide	headspace Marion	headspace Edinburgh North	
headspace Onkaparinga	Sonder Edinburgh North	Sonder Maitland	
Sonder Marion	Sonder Nuriootpa	Sonder Port Adelaide	
	Other please	Other please specify:	
Solasta Klemzig	——————————————————————————————————————		
Klemzig y name is:	o provide your nan	ne	
Klemzig y name is: u do not have t	o provide your nan	ne Tes \(\int \ No	
Y name is: u do not have tou don't wish t	o provide your nan		
y name is: u do not have t you don't wish t would like to e take all feedba	o provide your nan	es No	
y name is: u do not have tou don't wish t	o provide your name of do so Y o confacted: ack very seriously,	es No	
y name is: u do not have to ou don't wish to evould like to take all feedbarbw if you would	o provide your name of do so Y o confacted: ack very seriously,	es No	

publish your compliment on our website and social media, including your first name?

()	Yes	()	No
\smile		\sim	

thank you for your feedback

Please give this completed form to a staff member or post to:

Feedback headspace Adelaide 173 Wakefield St, Adelaide SA 5000

or send us an email info@headspaceadelaide.org.au

contact us

Phone 1800 063 267 Fax 1800 632 193 Facebook Instagram **Email** info@headspaceadelaide.org.au Website headspace.org.au/adelaide



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









headspace Adelaide is operated by Sonder.

headspace centres across the Adelaide metropolitan region are supported by funding from the Adelaide PHN through the Australian Government's PHN program.

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

headspace acknowledges Aboriginal and Torres Strait Islander Peoples as the First Peoples of Australia and we pay respect to the Elders past and present who we share this great country with.



we love feedback

Information about how to provide compliments, suggestions and complaints about our services.



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

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

You can provide feedback about any Sonder or 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.

headspace Adelaide uses and discloses personal information for the purpose for which it was collected. Please refer to our Privacy Policy for details, visit sonder.net.au/privacy-policy

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

did you enjoy your experience with us?

Let us know by leaving a review on Google!



your feedback

My feedback is a

This form can be used to provide feedback about our services. Feedback may be a compliment, a suggestion or a complaint.

my reeaback	13 G.	
Compliment	Suggestion	Complaint
I am a:		
Person accessing a service	Family, friend or carer	
Other please s	pecify:	
My feedback	is:	