What would you like to happen?

Carers SA Australia

338 Tapleys Hill Road, Seaton SA 5023
Phone 08 8291 5600 info@carerssa.com.au
www.carerssa.com.au

Carers SA is committed to the safety, participation and empowerment of all children and young people.

Tell us what you think

Your voice is important to us

Carers SA Australia

We value your opinion and are committed to finding solutions.

Complaints are a good way to help address your concerns.

Complaints and feedback of any type, can help us change the way we work with you and others.

Call

Discuss

Write

What happens after I submit a complaint or offer feedback?

- All complaints will be treated seriously and responded to promptly and fairly.
- You will not be disadvantaged by raising a complaint.
- We will deal with your complaint in a timely manner.
- Depending on the nature of your complaint, we will contact you within 5 working days.
- You will be informed of the progress of the complaint.
- Details will be kept confidential.
- We will use your concerns to improve our services where we can.

AND

When you offer positive feedback and ideas, we will share your ideas with the relevant people in Carers SA. Your ideas can help us strengthen and improve support for you and other Carers.

If you would like more information about the Carers SA complaints process please refer to www.carerssa.com.au

How do I make a complaint or give feedback?

Speak to a Carers SA staff member
by calling us on 08 8291 5600

Print and post this form to:
Carers SA
338 Tapleys Hill Road, Seaton SA 5023

Scan and email this form to:
info@carerssa.com.au

Complaints / Feedback Form

I want to offer

☐ Positive feedback

☐ Share an idea

☐ Make a complaint

Date: .....

Contact Details (optional)

Name: .....

Email: .....

Phone: .....

Details of Complaint / Feedback

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