

My feedback relates to a service received on:

___ / ___ / ___

If applicable, please list the date relating to the feedback you are providing

My feedback relates to a service accessed at:

- headspace Adelaide** **headspace Marion** **headspace Edinburgh North**
- headspace Onkaparinga** **Sonder Edinburgh North** **Sonder Maitland**
- Sonder Marion** **Sonder Nuriootpa** **Sonder Port Adelaide**
- Sonder Onkaparinga** **Sonder Gawler** **Solasta Klemzig**

Other please specify:

My name is: _____

You do not have to provide your name if you don't wish to do so

I would like to be contacted: **Yes** **No**

We take all feedback very seriously, please let us know if you would like to be contacted.

Phone number: _____

Email address: _____

Postal address: _____

Consent to publish

If you provided a compliment, are you ok if we publish your compliment on our website and social media, including your first name?

Yes **No**

Thank you for your feedback.

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

Feedback

Sonder

PO Box 421, Elizabeth SA 5112

or send us an email feedback@sonder.net.au

Contact us.

 PO Box 421, Elizabeth SA 5112

 (08) 8209 0700  (08) 8252 9433

 info@sonder.net.au

 sonder.net.au

 SonderSA  Sonder_SA



Sonder acknowledges the Aboriginal and Torres Strait Islander peoples as the First Peoples of Australia. We recognise the cultural, spiritual, physical and emotional connection to their land. We pay respect to the Elders past, present and emerging.



We love feedback.

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



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

Sonder 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.

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

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

Did you enjoy your experience with us?

Let us know by leaving a review on Google!



Scan the QR code or visit bit.ly/2P94mZr

Your feedback.

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

My feedback is a:

- Compliment Suggestion Complaint

I am a:

- Person accessing a service Family, friend or carer

Other please specify: _____

My feedback is:
