

My feedback relates to a service received at:

- ☐ **Sonder Edinburgh North** ☐ **Sonder Port Adelaide** ☐ **Sonder Gawler**
- ☐ **Sonder Nuriootpa** ☐ **Sonder Kadina** ☐ **Sonder Payneham**
- ☐ **Sonder Noarlunga** ☐ **Sonder Salisbury** ☐ **Safe Haven Salisbury**
- ☐ **Northern Adelaide Medicare Mental Health Centre** ☐ **headspace Adelaide**
- ☐ **headspace Edinburgh North** ☐ **headspace Marion** ☐ **headspace Onkaparinga**
- ☐ **Solasta Klemzig** ☐ **Solasta Christies Beach**
- ☐ **Other**, please specify: _____

My name is: _____

You can remain anonymous if you want to.

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, do you consent to having your comment published on our website and social media, including your first name?

☐ **Yes** ☐ **No**

Contact us

 PO Box 421, Elizabeth SA 5112

 (08) 8209 0700  (08) 8252 9433

 info@sonder.net.au  sonder.net.au

Follow us  SonderSA  Sonder-SA



Sonder acknowledges Aboriginal and Torres Strait Islander peoples as the First Peoples of Australia. We pay respect to them, their cultural and spiritual heritage, and to Elders past, present, and emerging.

We acknowledge the ongoing impact of intergenerational trauma that has occurred since colonisation and commit to truth telling as we walk alongside them towards reconciliation.

Sonder welcomes people from all cultures, faiths, backgrounds, experiences, and celebrates all identities, genders, sexes, orientations and abilities. We embrace diverse voices in our decision making to ensure we deliver inclusive services.



We love feedback

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



Your voice can make a difference.

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

We respond 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.

How to provide feedback

You can provide feedback in several ways:



Face-to-face: Speak directly to your worker or another staff member



Email: feedback@sonder.net.au



Phone: Call your local Sonder centre or our main office on (08) 8209 0700



Letter: Sonder, PO Box 421, Elizabeth SA 5112



Feedback form: Complete the form within this brochure and hand to a staff member

Or complete the online version available at sonder.net.au/feedback

We welcome the use of advocates or support people at any stage of the feedback process.

If you need assistance in providing feedback, we are able to help you. If English is not your first language, we can organise an interpreter if you need one.

Consumers and carers also have the right to make a complaint about Sonder to external agencies and regulators. Visit our website for a list of organisations that may be able to receive your complaint: sonder.net.au/feedback

What to expect if you make a complaint

- Sonder will respond to your complaint in a fair, timely and unbiased way.
- We will receive your 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. You can remain anonymous if you want to. We will only involve relevant staff members as required to resolve issues.
- 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.

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:

My feedback relates to a service received on:

____ / ____ / ____

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