My feedback relates to a service received on: / /		
If applicable, pleas to the feedback yo		ating
My feedback rela	tes to a service r	received at:
headspace Adelaide	headspace Marion	headspace Edinburgh North
Onkaparinga	Sonder Edinburgh North	<ul><li>Sonder Maitland</li></ul>
Sonder Marion	<ul><li>Sonder Nuriootpa</li></ul>	Sonder Port Adelaide
Onkaparinga	<ul><li>Sonder</li><li>Gawler</li></ul>	<ul><li>Sonder</li><li>Kadina</li></ul>
Solasta Klemzig	Other please specify:	
My name is:		
You can remain an	noynmous if you v	vant to.
I would like to be	contacted:	Yes O No
We take all feedba know if you would		
Phone number:		
Email address:		
Postal address:		
Consent to publish  If you provided a chaving your compland social media, i	compliment, do yo liment published	on our website
○ Yes ○ No		



#### Contact us

PO Box 421, Elizabeth SA 5112

1800 717 676

info@sonder.net.au 🚗 sonder.net.au











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, and 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 Sonder staff member



Email: feedback@sonder.net.au



**Phone:** Call your local Sonder centre or our main office on (O8) 8209 0700



Letter:

Sonder, PO Box 421, Elizabeth SA 5112



**Feedback form:** Complete the form within this brochure and hand to a Sonder 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. Go to 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

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.

○ Compliment ○ Suggestion ○ Complaint		
I am a:		
Person Family, accessing a friend or service carer		
Other please specify:		
My feedback is:		