



WHAT IS A COMPLIMENT?

If you feel we've done a great job and would like to say something positive.



WHAT IS A COMPLAINT?

If you feel we've let you down and would like to express dissatisfaction with the quality of service provided.

A complaint is not an appeal and will not result in a decision being reviewed. Please refer to our *Housing Appeals* brochure for more information on how to lodge an appeal.



HOW WILL WE RESPOND?

Your feedback will be raised with relevant senior staff to respond. We will keep you informed of progress, if you wish, and are committed to responding in a fair and timely manner.

Your feedback is also welcome online:
junctionaustralia.org.au/contact/feedback



WE'RE LISTENING

We're always striving to improve our services, and it all starts with your feedback.

PLEASE PROVIDE YOUR FEEDBACK BELOW:

Lined area for providing feedback.

Thank you for taking the time to let us know how we're doing. We are committed to delivering the best possible service and take all compliments and complaints seriously.

Please return this form by post or scanned via email.

RETURN TO:

Junction

168 Greenhill Road
Parkside SA 5063

Or scan and email to:
admin@junctionaustralia.org.au

Phone: 8203 5700

YOUR DETAILS:

NAME:

ADDRESS:

TELEPHONE:

EMAIL:

DATE: / /

This section to be completed by the
delegated Junction staff member:

DATE RECEIVED: / /

SIGNATURE:

REGISTRATION DATE: / /