



**MELBOURNE OCCUPATIONAL
THERAPY SERVICES**

**Your feedback is important to
help improve our services.**

melbourneotservices.com.au | reception@melbourneotservices.com.au
(03) 7018 3158 | P.O. Box 880 Port Melbourne, VIC 3207

Melbourne Occupational Therapy Services is committed to providing high quality care and services.

We value your feedback, whether it's a compliment, complaint, idea and/or suggestion. This way we can capture what we are doing well and look at where we need to improve our service. You can share your feedback through the following ways:

- Talk to our staff
- Complete this form and give it to our staff or email it to reception@melbourneotservices.com.au
- Phone James Hunter (Director) on (03) 7018 3158

Frequently Asked Questions

What happens with the feedback?

We will look into what you say and respond within 30 days. Your feedback helps us improve services for our community.

Do I need to give my name?

No, but if you would like to hear back from us we need your name and contact information.

What if I'm not happy with the response to my feedback?

If you are unhappy with a resolution to your feedback you can also provide feedback to:

[NDIS Quality and Safeguards Commission](#), 1800 035 544

[Health Complaints Commissioner](#), Victoria 1300 528 113

[Commissioner for Privacy and Data Protection](#), Victoria 1300 666 444

[Disability Services Commissioner](#), Victoria 1800 677 342

Feedback Form

Completing your personal information is optional, however it does allow us to provide you with information relating to your compliment, concern or complaint.

Name: _____

Address: _____

Phone: _____

Email: _____

Please describe your compliment, complaint or suggestion:



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<p><i>Staff Use Only</i></p> <p>Date Received: _____</p> <p>Recorded By: _____</p>
