

COMPLAINTS, COMMENTS AND COMPLIMENTS (CCC) FORM

Very Special Kids is committed to providing you with the best possible care and support. We value your feedback, whether it is a complaint, compliment or suggestion about how to improve the way we do things. We will use your feedback to help provide the highest-level of care to you and all of the families using our services.

Please fill in the form below and return it to the Complaints and Feedback Manager, Very Special Kids, 321 Glenferrie Rd, Malvern, Victoria, 3144, OR email to feedback@vsk.org.au, OR drop it in the Comments Box in main reception.

Should you prefer to speak directly to someone about your complaint, please call 1800 888 0875 and ask for the Complaints and Feedback Manager.

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Please select which type of feedback you would like to provide:

- Complaint – to let us know about something you are not happy about
- Compliment – to let us know about something we have done well
- Comment – to provide any suggestions or ideas about how we could do things better

Are you:

- A family who currently uses our services?
- A family who wishes to access our services?
- A Very Special Kids staff member or volunteer reporting feedback received from a family?
Name:
- Other (please state)?

Is your feedback about:

- Very Special Kids Hospice?
- Family Support Services?
- Other? (please state):

Please provide details of your feedback. You may find it useful to include information about what happened, when it happened, who was involved and what you would like to happen in response to your feedback.

DATE:
WHAT HAPPENED & WHEN:
Thank you for your feedback. <i>Please turn page over if you require more space...</i>

If you would like us to contact you in regards to this feedback, please provide your name and contact details below:

Name:

Address:

Phone number: Mobile: Home: Email address:

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