|  |  |  |  |
| --- | --- | --- | --- |
| **Feedback Type** | **Compliment  Suggestion  Complaint** | | |
| Date |  | Time |  |
| Name of person receiving feedback |  | Position |  |
| Name of person providing feedback  (Optional) |  | Phone Number  (Optional) |  |
| Subject of Feedback |  | | |
| Presentation | In person  Phone  Email  Mail | | |
| Documents Attached | Yes  No  If yes what is attached? | | |
| Do you wish to know the outcome of your feedback | Yes  By Phone  In person  No | | |
| Feedback Details | (If extra room required, attach a separate document) | | |
| What would you like to be done about this matter? |  | | |
| Signature of person providing feedback |  | | |
| **Office use only – to be completed by Coordinator** | | | |
| Follow Up Action |  | | |
| Outcome |  | | |
| Advised of outcome | Yes  No | | |

**Feedback process**

As a Hannahs House resident or staff member or as a member of our community, you are encouraged to provide verbal or written feedback; compliments, suggestions or complaints, at any time. Feedback about our service is important to us as it assists us to continually review and improve our service. Please see a Hannahs House staff member if you require assistance with the following processes.

**You can provide feedback in several ways.**

* In person to a Hannahs House staff member
* By completing a feedback form and returning by email or in person
* By phone – a staff member will take down the details of your feedback and read it back to you to ensure it is accurate
* Residents can provide feedback at one of our fortnightly house meetings (only when feedback is not a personal or private matter)

**What to expect when you have provided feedback**

Once you have provided feedback we will assess and decide what action needs to be taken. We objectively consider any feedback received and are clear and open in our responses and actions.

**Compliments** about your experiences with Hannahs House are appreciated and will be passed on to the Coordinator and the Chairperson of the Centro Board.

**Suggestions** for changes or improvements to our service will be forwarded to the Coordinator and discussed with staff and the Chairperson of the Centro Board. You will be notified of any outcomes or decisions made as a result of your suggestion.

**Complaints** received are handled in a fair, sensitive and timely manner. Hannahs House takes all complaints very seriously by investigating and seeking relevant information to determine what action should be taken. Matters are referred to appropriate external organisations if proven necessary. You will be notified of the outcome of your complaint as soon as a remedy has been determined.

**Complaints process for residents**

**How to deal with an issue you may have in the house**

* Speak directly with the resident or worker concerned to try to resolve your issue.
* If you do not feel comfortable to do this, or after trying to communicate, you do not feel your issue is resolved, please use one of the feedback pathways listed above to lodge a complaint and have your issue addressed. Once received, the Hannahs House Coordinator will investigate your complaint and will advise you of the outcome and any action taken.

**If you are not satisfied with the outcome of your complaint**

* If your complaint has been responded to by the coordinator of Hannahs House and you feel the issue is not adequately resolved, you can contact the Chairperson of the Centro Board to seek further assistance.
* If you are still dissatisfied, you can contact our funding body, The Department of Housing and Public Works about your complaint or contact the Queensland Ombudsmen.

**If your feedback is a complaint regarding the Coordinator of Hannahs House**

If your complaint is regarding the Coordinator of Hannahs House, the matter will be immediately referred to the Chairperson of the Centro Board. The Chairperson will objectively assess and decide what action needs to be taken and notify you of the outcome.

**HANNAHS HOUSE MANAGEMENT FUNDING BODY QUEENSLAND OMBUDSMEN**

Coordinator Chairperson of the Centro Board DHPW 1800 068 908

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