

Customer feedback

At Community Solutions Group we are committed to improving our services and we encourage feedback from everyone. There are a variety of ways in which your feedback can be heard.

1. Have a chat – in person, or by phone on 1300 621 499. Feel free to nominate a family member, friend or advocate to speak to us on your behalf
2. Complete our feedback form and drop it in the feedback box at the office
3. Ask to have a chat with the manager
4. Contact us online at communitysolutions.org.au

About you

Name (optional): _____

Are you: A person accessing Community Solutions Group services
 A family member A member of the public Other

Would you like for someone to contact you to discuss your feedback further? _____

If yes, please provide your phone, email or postal contact details:

Which of Community Solutions Group services does your feedback relate to?

(You may tick more than one)

- | | |
|---|--|
| <input type="checkbox"/> NDIS Services | <input type="checkbox"/> Education and Training |
| <input type="checkbox"/> Mental Health Services | <input type="checkbox"/> Workforce Australia |
| <input type="checkbox"/> Apprenticeships and Traineeships | <input type="checkbox"/> Family and Youth Services |
| <input type="checkbox"/> Other, please specify _____ | |

Your feedback

What do you believe Community Solutions Group does well?

What do you feel Community Solutions Group could do better?

Thank you for your feedback

Our feedback forms are cleared at a minimum of weekly. If you have indicated that you would like to discuss your feedback in more detail, you can expect to be contacted within five business days.