



Feedback & Complaints

Whether you think we got it right or feel we could improve, feedback about your experience is important. It helps us to make sure we're providing a safe, inclusive and valuable service to all our clients.

- How did we do?
- What did you like?
- Where do you think we could improve?
- What could we do better next time?



You can let us know in person, by phone, email or our website.



How we handle complaints and feedback



Once a complaint is received, it is directed to the appropriate manager and you can expect to hear from us within two business days.

Feedback will be directed to the relevant team, and we will reach out to you if requested.

Our goal is to address your concerns as quickly as possible, but it may take time to investigate and deliver a suitable resolution. We will keep you informed along the way.



Feedback and complaints are handled with confidentiality and are not recorded in your client files. The insights gained from them are crucial for improving our processes and the client experience.

For more information, call **1800 639 523** or visit betterplaceaustralia.com.au/feedback/ via the QR code

