

## We Value your Feedback

TeamHEALTH wants to hear from you. We value your feedback and good news stories so that we can understand what is important to you.

Alternatively, if you are unhappy with a service provided to you or to someone you care for, we would like the opportunity to resolve the matter to improve the supports that we provide.

## How to make a Suggestion, Compliment or Complaint

You can make a suggestion, compliment or complaint about a TeamHEALTH service in a number of ways: by using the form over the page, in person, by email, letter, phone or fax.

Please ensure that you provide us with your contact details to help us resolve your complaint in a timely manner.

## What will we do?

If we receive your complaint in writing, we will acknowledge it in writing. In all cases, we will let you know the contact details of the staff member who is dealing with your complaint.

If you are not happy with the outcome provided, please contact one of the services below:

### Health and Community Services Complaints Commission

**Freecall:** 1800 004 474

(Translating Interpreting Service): 1800 676 254

### Aged Care Complaints Commissioner

**Freecall:** 1800 550 552

### Darwin Community Legal Services

Aged and Disability Legal Service

**Freecall:** 1800 812 953

## Contact Us

To be connected with one of our team  
please contact TeamHEALTH on:

**Head Office Address:** Level 1, Building 4, 631 Stuart Hwy,  
Berrimah NT 0828

**Phone:** 1300 780 081

**Fax:** 08 8943 9601

**Website:** [www.teamhealth.asn.au](http://www.teamhealth.asn.au)

**Email:** [teamhealth@teamhealth.asn.au](mailto:teamhealth@teamhealth.asn.au)

**Facebook:** [www.facebook.com/TeamhealthNT](http://www.facebook.com/TeamhealthNT)

### Translator Information

*Interpreter and or translation services are available to access  
our services, please contact us for more information.*

### Interpreting and Translation Services NT

**Phone:** (08) 8999 8506 or 1800 676 254

**Email:** [itsnt@nt.gov.au](mailto:itsnt@nt.gov.au) or [itsnt.dlqcs@nt.gov.au](mailto:itsnt.dlqcs@nt.gov.au)



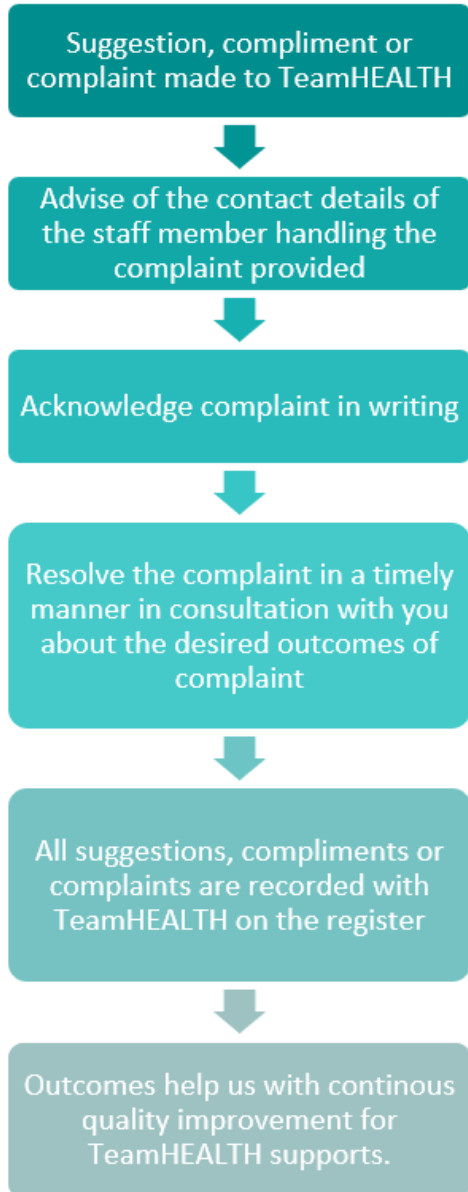
# TeamHEALTH

## Suggestions, Compliments and Complaints

Supporting your mental health journey

TeamHEALTH actively promotes and supports an inclusive and diverse culture. We welcome all people, regardless of age, gender, race, ability, sexual orientation, faith, religion and all other identities represented in our community.

## The Suggestion, Compliment and Complaint Process



TeamHEALTH welcomes feedback about the supports we provide. We use the feedback to continually improve the quality of our services. Completed forms can be handed directly to your support worker, posted, emailed or faxed to TeamHEALTH. Thank you.



### Personal Details

Name: \_\_\_\_\_ (Preferred name) \_\_\_\_\_ Telephone: \_\_\_\_\_  
Email: \_\_\_\_\_ Mobile: \_\_\_\_\_  
Address: \_\_\_\_\_ Postcode: \_\_\_\_\_  
Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Suggestion ☐ Compliment ☐ Complaint ☐

Please write brief description (attach additional page if needed):

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What would I like to see happen is: (ie. Your ideas and suggestions on how TeamHEALTH can fix the issue/problem or improve).

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Would you like a TeamHEALTH staff member to contact you to discuss further?

☐ YES ☐ NO

If yes, please ensure that your contact details are provided above.

### Office use only

Where this form has been completed by a TeamHEALTH staff member on behalf of a participant:

Staff name: \_\_\_\_\_ Position: \_\_\_\_\_  
Program: \_\_\_\_\_ Date Completed: \_\_\_\_\_

**TeamHEALTH appreciates your support and feedback.  
Thank you for your time.**

Supporting your mental health journey