# We want to make it better for you

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### **Our Service Approach**

- We aim to provide consistent quality and excellence in our service delivery to you, so your comments on the service we provide are important.
- When we make a mistake or our service does not meet your expectation, we want to hear about it, because it gives us an opportunity to improve our service.
- We will investigate your complaint when things go wrong because problem resolution is a priority for us.
- ➤ We're proud of our staff and volunteers so your compliments are important to us too.

### **Concerns / Complaints**

If you have a concern we will try to resolve the matter immediately.

If we are unable to do so we will:

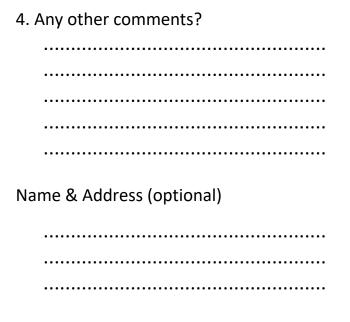
- Resolve the matter as soon as possible
- ➤ Let you know who will take charge of the matter and keep you informed of its progress.

#### **Ensuring Your Satisfaction**

After we have addressed your concerns, we will check to ensure that you are satisfied with the way that we handled them and that there were no issues outstanding.

## We welcome your comments

1. How well have our staff and volunteers helped you?
2. Are you satisfied with the service you receive from Camden Community Centre?
3. Are you satisfied with the surroundings of the Camden Community Centre?



Thank you for sharing your concerns,

compliments and comments with us.

Remember that raising your concern or making a complaint will not disadvantage the service provided to you in any way. In fact your feedback will help us to deliver a better customer experience.



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#### **Compliments**

When a staff member or volunteer exceeds your expectations in service delivery we would very much like to hear about it. Recognising efforts assists us in encouraging a customer focussed best practice approach.

#### **Comments**

Sharing with us your service related ideas helps us to better understand your needs. By telling us we can pursue these initiatives so that other customers may also benefit.

# How to Communicate with us

Write to us or come and see us

Camden Community Centre
7 Carlisle Street, Camden Park SA 5038

Phone: (08) 8376 0022

Email: admin@camden.org.au



# **Feedback**

How to contact us with your concerns, compliments and comments.