

## ***We want to make it better for you***

### **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.

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### **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?

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2. Are you satisfied with the service you receive from Camden Community Centre?

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3. Are you satisfied with the surroundings of the Camden Community Centre?

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4. Any other comments?

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Name & Address (optional)

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**Thank you for sharing your concerns,  
 compliments and comments with us.**

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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](mailto:admin@camden.org.au)



**Feedback**

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