

# Guide Dogs.

Your feedback matters

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**Please tell us about your  
service experience**



# Your feedback is important to us

Guide Dogs Victoria cares about you and welcomes feedback on the services we provide and the manner in which they are delivered. We encourage you and your family to give us feedback about your experience so we can understand what we did well or what we could have done better.

## **Your feedback could be:**

- A compliment about a staff member or service.
- A concern or a complaint about care provided.
- A suggestion about an improvement.

## **Why tell us about your experience?**

Feedback is about giving information in a way that offers Guide Dogs Victoria and/or the staff member the opportunity to feel their hard work is appreciated, or for the ongoing development to improve our services. It helps us to better understand the needs of our Clients, residents and visitors.

We encourage you to provide honest feedback as your personal experience with our services is valuable.

## **How can you tell us about your experience?**

### **You can give your feedback by:**

- Speaking directly with the staff member who delivered services to you.
- Request to speak with their manager.
- Completing a Client Experience Survey which you receive at the end of a program.

## **What can you do if you have unresolved concerns or wish to make a complaint?**

Guide Dogs Victoria takes complaints seriously and aims to resolve them quickly and fairly.

If your complaint is not resolved at a local level and you would like further assistance, you can contact the Quality Manager by calling **1800 804 805** or emailing [feedback@guidedogsvictoria.com.au](mailto:feedback@guidedogsvictoria.com.au). Further information regarding the Guide Dogs Victoria complaints process is also available on our website [guidedogsvictoria.com.au](http://guidedogsvictoria.com.au).

Most concerns can be addressed within a few days. More complex matters may take a number of weeks.



**Customer Service Team staff will:**

- Acknowledge your concerns.
- Provide assistance and support in resolving your concerns.
- Ensure that your complaint is investigated by appropriate senior staff and keep you informed during this process.
- Arrange a meeting (if required).
- Ensure a response is provided at the end of the investigation.
- Communicate to relevant staff.

Guide Dogs Victoria is committed to ensuring that all complaints are managed in a sensitive, effective and independent manner.

Your concerns or complaint will be treated professionally with respect and confidentiality. You are welcome to include a support person (advocate) in all discussions.

Please note that our staff have the right to work in an environment free from aggressive or violent behaviour. Abusive language including swearing, name-calling and threats directed at our staff will not be tolerated. We thank you for your cooperation.





# Contact details

**Who can I contact if I'm still concerned or remain dissatisfied with our complaint response?**

**The Ombudsman**

Phone: 03 9613 6222

Phone two: 1800 806 314

Email: [ombudvic@ombudsman.vic.gov.au](mailto:ombudvic@ombudsman.vic.gov.au)

**Office of the Public Advocate**

Phone: 1300 309 337

Website: [publicadvocate.vic.gov.au](http://publicadvocate.vic.gov.au)

**Elder Rights Advocacy**

Phone: 03 9602 3066

Phone two: 1800 700 600

Website: [era.asn.au](http://era.asn.au)

**Aged Care Quality and Safety Commission**

Phone: 1800 951 822

Website: [agedcarecomplaints.gov.au](http://agedcarecomplaints.gov.au)

**NDIS Quality and Safeguards Commission**


Phone: 1800 035 544

Website: [ndiscommission.gov.au](http://ndiscommission.gov.au)



**We're here whenever you need us.**

Help us to help those who need us the most.  
Make a referral to Guide Dogs Victoria

 **1800 804 805**

 **[vic.guidedogs.com.au](http://vic.guidedogs.com.au)**



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