



FEEDBACK AND COMPLAINTS FORM

HOW TO MAKE FEEDBACK / COMPLAINTS

There are a number of ways to contact the ACT Recovery College with your comments:

Complete and submit the Feedback Form below and email it, or hand it in or post it to our office

- Address: Unit 2, 9-11 Montford Cres Lyneham.
- Email us at: admin@recoverycollegeact.org
- Phone us on: 02 6247 3821

Name: _____

Date: ___/___/___

Comment: [If you need more space, please attach another sheet]

What, if any, action would you like to see?

- _____
- _____
- _____
- _____

If you would like to be contacted with a response, please leave your contact details:

Email: _____

Phone: _____

Please be aware that while anonymous complaints will be considered, feedback cannot be provided.





ACT Recovery College

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WHAT HAPPENS NEXT?

The ACT Recovery College staff will review / investigate your comments and suggestions. Based on our findings one or more of the following will occur:

- If the individual has provided contact details they will be contacted by staff to acknowledge receipt of their feedback
- If the matter is a complaint the individual will be notified of the outcomes of ACT Recovery College's investigation and its intended actions in written form. We aim to do this within 10 working days, however we will advise you if we need more time. Our response will detail how the individual may respond if they are not happy with the outcome.
- Depending on the nature of the complaint there may be further follow-up in an agreed timeframe.
- If the individual is not satisfied with the conclusion they may take the matter further to the ACT Recovery College Board. Contact details provided upon request.
- The whole process will be documented and used to inform Recovery College's quality improvement process.

Please note that student wishing to make a complaint may do so through a third party, advocate or via their Peak Body.

ACT Mental Health Consumer Network
Level 2, The Griffin Centre,

20 Genge Street, Canberra City ACT 2601

P: (02) 6230 5796

E: admin@actmhc.org.au

Carers ACT

2/80 Beaurepaire Crescent, Holt ACT 2615

P: (02) 6296 9900

E: carers@carersact.org.au

ACT Human Rights Commission

P: (02) 6205 2222, or

E: lhuman.rights@act.gov.au



www.recoverycollegeact.org

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