



Mildura Rural City Council

## **AGED & DISABILITY SERVICES**

### **FEEDBACK FORM**

Aged and Disability Services are committed to ensuring that our clients receive a Quality Service that is aligned with individual needs. As such, it is therefore important that we receive honest feedback about the services that we provide.

This form is one way in which you can provide us with information relating to a compliment, complaint or an issue so we can follow up. Examples of these may include:- your service, your carer, an office staff member or an administrative issue such as your account. You can either, contact our office directly on (03) 5018 8234 and ask to speak with a Team Leader, or alternatively you can put the matter you would like assistance with into writing and send it to our office in the self, addressed envelope attached.

All information that you provide to us is treated confidentially and is not used for any other purpose. If you feel uncomfortable due to the nature of your complaint/issue, you do not have to provide your name, however in order for us to work through, to resolve any issues and to reach the best outcome for you, it would be helpful.

#### **MILDURA RURAL CITY COUNCIL**

#### **PRIVACY COLLECTION STATEMENT**

Mildura Rural City Council collects Personal and or Health Information for municipal purposes as specified in the Privacy and Data Protection Act 2014. The information collected in this form is used only for the purposes specified (primary purpose) and is not passed on to third parties. Council may disclose this information but only if authorised or required by law. Council may not be able to process your request unless sufficient information is given. Should you need to change or access your personal details, or you require further information regarding Council's Privacy Policy please contact Council's Privacy Officer.

Name:	
Address:	
Contact Number:	

**Compliment/Complaint/Issue**

Please post this form to:

Mildura Rural City Council  
Aged & Disability Coordinator  
Cindy Howard  
PO Box 105  
MILDURA VIC 3500

