



WE'D LIKE TO HEAR FROM YOU

What do we do well?

How can we improve our service to you?

The Older Mens Network, managements and staff would like your feedback.

We'd like to hear from you!

The Management, staff and Volunteers of The Older Mens Network Inc. have a genuine commitment to providing quality support services for our Members and clients.

In our pursuit for quality, we'd like to hear your thoughts and suggestions as to how we can continue to improve in order to meet your needs more effectively.

You may like the way a particular support service is provided – something we do well.

Alternatively, you may be unhappy with a particular aspect of a service you have recently received.

If we can improve the services we provide, we need to hear your comments whether compliments or complaints regarding any issues that impact on you.

How will we respond?

Your suggestions or concerns are important to us and will be investigated.

We will respond as soon as possible. You will be informed as to how we are responding to your suggestions or concerns.

Please be assured that all matters will be treated with the utmost discretion.

The next steps ...

The first step in making a compliment or complaint is to speak with the staff, volunteer or Member involved.

You (or a relative or friend on your behalf) can speak with the manager or staff.

An alternate forum for open discussions is offered through regular focus groups and surveys.

Alternatively, you may complete the attached form and give it to a staff member, Volunteer, Member of TOMNET, the manager or co-ordinator. Should you feel an issue or concern remains unresolved, you may write to the President of TOMNET to request that the issue be raised with the Management Committee.

You may also seek independent advice from advocates such as the Queensland Aged and Disability Advocacy Inc. (Freecall Telephone 1800 818 338) or The Department of Communities (Telephone 137468).

Compliment/Complaint/Suggestion Notification

Name:

Relationship to TOMNET:

(e.g. client, Member, volunteer, relative, other)

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Phone (optional):

Please ask for assistance if required.

Comments:

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Please give this completed form to a staff member, Volunteer or TOMNET Member or send it in to:

The Older Mens Network Inc.

PO Box 7801

Toowoomba South Qld 4350

Or contact can be made by:

Phone: 07 4638 9080

Fax: 07 4638 9084

Email: admin@tomnet.org.au

Website: www.tomnet.org.au



THANK YOU FOR YOUR TIME AND EFFORT