

feedback process

Open Minds welcomes suggestions, compliments and complaints from service users, families and carers and our stakeholders. We use feedback to identify what we are doing well and where we can improve our services.

Compliments will be shared with relevant staff and their managers. Other suggestions and feedback will be used to improve service delivery in the relevant forum.

All complaints will be respected, taken seriously, investigated and acted upon where needed. If requested, you will be informed of any action taken or decisions made. If you make a complaint, you can be assured you will not be discriminated against or disadvantaged in any way by Open Minds or its staff.

You can provide feedback by:

1. filling out the form or attaching a letter and returning it to:
 - + the locked drop-box in your Open Minds Hub / residential facility
 - + mail to 'The Open Minds Feedback Officer', PO Box 8142, Woolloongabba QLD 4102
 - + email feedback@openminds.org.au
2. submitting an online form at www.openminds.org.au
3. calling us on (07) 3896 4222 and asking to speak to our Feedback Officer.

HEAD OFFICE

66 Annerley Road (PO Box 8142)
Woolloongabba QLD 4102

Phone (07) 3896 4222

Facsimile (07) 3896 4200

Email enquiries@openminds.org.au

SERVICE LOCATIONS

Boonah	(07) 3280 5777	Mount Gravatt	(07) 3469 7000
Caboolture	(07) 5495 0111	Nambour	(07) 5348 9100
Capalaba	(07) 3900 3444	Redcliffe	(07) 3897 1829
Goodna	(07) 3158 1600	Stones Corner	(07) 3394 6666
Ipswich	(07) 3280 5777	Taringa	(07) 3157 1500
Lawnton	(07) 3107 1327	Toowoomba	(07) 4572 3400
Lismore	(02) 5699 9999	Townsville	(07) 4412 7200
Logan	(07) 3896 4200	Tweed Heads	(07) 5603 5000
Lowood	(07) 3280 5777	Woolloongabba	(07) 3896 4222



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we welcome your feedback

You can use this form to provide us with compliments, suggestions or complaints

1300 673 664
www.openminds.org.au



