



We're Listening!

We value your feedback and use it to improve our services, support and care.

We want you to feel safe, respected and supported when using our services. Your feedback helps us understand what's working well and what we can do better. We welcome compliments, suggestions, concerns and complaints.

You have the right to:

- Share feedback about your care at any time
- Make a complaint without fear of losing services
- Be treated fairly and respectfully
- Have your privacy protected
- Get help from family, advocate or interpreter
- Receive a clear response.

Types of feedback

- Compliments – what we are doing well
- Suggestions – ideas to improve
- Concerns – something worrying you
- Complaints – when you are unhappy.

How to give feedback

- Speak with a staff member
- Call or email us
- Complete a feedback form online or at one of our locations
- Ask a family member, advocate or support person to speak on your behalf
- Share feedback anonymously if you prefer.

What happens next?

- Simple issues are resolved quickly where possible
- More serious concerns are reviewed by a manager
- You will receive acknowledgement and updates
- We aim to respond within 5 working days for complex matters.

What we will do

Our process is fair and respectful.

We will:

- We take all feedback seriously
- We keep your information confidential
- We use feedback to improve services.

Independent support

Aged Care Quality and Safety Commission

Phone: 1800 951 822

Email: info@agedcarequality.gov.au

Website: agedcarequality.gov.au

Our promise

We are committed to listening, learning and improving.

To find out more:



5155 8300



hello@glch.org.au



glch.org.au

