

Connect2Group welcomes feedback from individuals in relation to the services we provide. All feedback is an opportunity to improve our service.

Compliment

Who can I contact if I would like to compliment a staff member for their ongoing support?

Connect2Group staff take great pride in their work and are available to provide you with the support you need to achieve your goal/s.

If you would like to compliment or thank a staff member, you can simply send them an email or complete the Compliment form on the back of this brochure. You can send the form by post, or deliver it to the Suggestion Box which is located in Reception at a Connect2Group Office, at either Cleveland, Buranda, Mt Gravatt or Wacol.

Our leadership team will ensure the staff member receives your comments



Suggestions

How do I provide suggestions about the service I receive or ways I think Connect2Group can improve their service?

Connect2Group have a Suggestion Box located at Reception – please feel free to write your comments on the form provided and deposit into the Suggestion Box. All suggestions will be considered and discussed with the relevant department/s.

Complaints

I would like to make a complaint / suggestion about how Connect2Group can improve its services. How do I do this?

If you would like to make a complaint simply send us an email or complete the form on the back of this brochure. You can send the form by post, or deliver it to the Suggestion Box which is located in Reception at a Connect2Group Office at either Cleveland, Buranda, Mt Gravatt or Wacol.

Your complaint is treated as confidential and will only be discussed with those directly involved. You may also remain anonymous.

What do you have to say?



Compliment / Complaint Form

Once completed, this form can be returned to the Suggestion Box at Connect2Group Reception, Cleveland, Buranda, Mt Gravatt or Wacol, or posted to:

Enquiries
PO Box 326
CLEVELAND QLD 4163

Please **tick** the following box that applies to your situation.

I would like to submit the following information in relation to a:

- Compliment
- Complaint / Suggestion

1. Which service, office, or staff member is this Compliment form in regards to?

2. When did you last have contact with the service, office, or staff member?
