

Feedback Form



Melaleuca Australia welcomes hearing feedback from you about suggestions, compliments and complaints about the services we provide, our staff, or anything else that is important to you about how we work. When you give us feedback, it helps us to grow and do what we do better for you and everyone else.

We will be fair in how we deal with the information you tell us while respecting the person giving us the information as well as the person that the information is about.

We will work to find solutions quickly without hiding things from you that you need to know or taking sides. If you tell us a complaint, we will try to contact you within 24 hours to discuss the issue further.

Whilst you may wish to not tell us who you are when completing this form, it is helpful when you tell us who you are and how we can contact you because then we can talk about the matter and help you. That way, we can also tell you when it is sorted. If you still don't want to tell us who you are, we will respect that.

Please be assured, that if you share any personal information, your privacy and confidentiality will be respected and we won't share that with anyone else who doesn't need to be involved.

Ways to share feedback with us:

You can complete our feedback form, send us an email or letter in your own words or speak with us directly.

- **Online:** <https://www.surveymonkey.com/r/MAFeedbackOnline>
- **Email:** feedback@melaleuca.org.au
- **In person:** Speak with any Melaleuca staff member
- **By post:** 24 McLachlan Street, Darwin, NT, 0800



I wish to: Please tick a box below

<input type="checkbox"/> Pass on a compliment When someone tells us that they liked something we did.	<input type="checkbox"/> Raise a suggestion When someone tells us ideas or a new way of doing something that will make the current way much better.	<input type="checkbox"/> Make a complaint When someone tells us that they are or were unhappy with something we did
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What would you like to tell us? Please provide details below.

Does this matter relate to a particular staff member or person? If so, please provide details below.

What would you like to see happen? Please provide details below.

Do you want us to reply - optional

Would you like to be contacted regarding this form? Yes No

Your name/Organisation:

Your contact details: Mobile: Email or address:

Date form completed:

Melaleuca values your feedback, thank you for taking the time to share with us