## What happens to your feedback?



## **Compliments** and suggestions

Talk with a staff member

Online feedback submission

Fill in "Your Feedback Matters" form on-site

Let us know in writing

Thank you for letting us know, we are always eager to hear your feedback. It's great to hear what we are doing well!

If you have a suggestion, these are reviewed regularly and often will be used in business improvements or help with with co-designing new products to keep providing the best possible services to our customers.

For over 65 years, ACH Group has been supporting good lives for older people.

Let's talk 1300 22 44 77 Visit achgroup.org.au







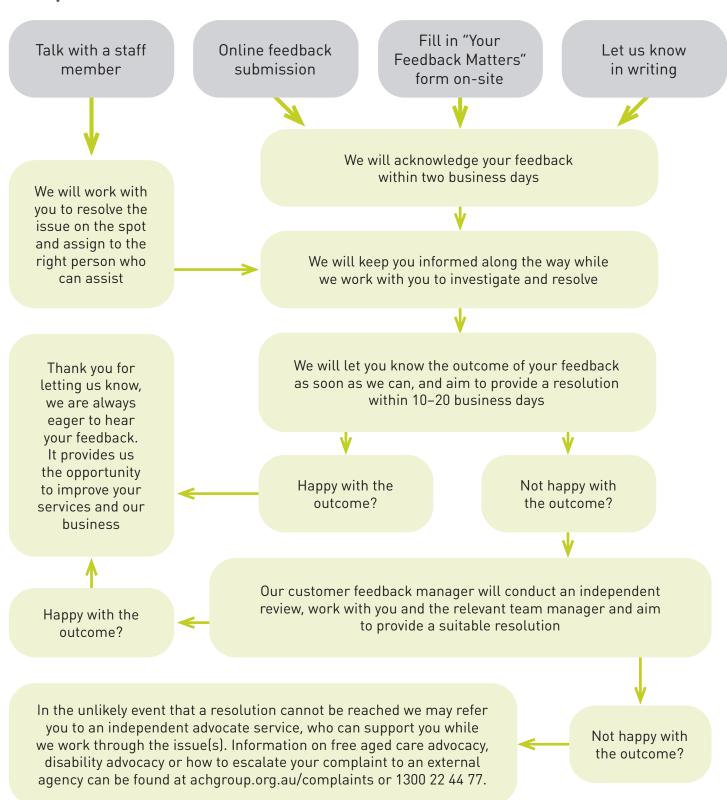




## What happens to your feedback?



## **Complaints**



For over 65 years, ACH Group has been supporting good lives for older people.

Let's talk 1300 22 44 77 Visit achgroup.org.au









