Very Special Kids is committed to providing the best possible experience to our families (parents/guardians, siblings, young people and children), our donors and our community. We value your feedback, whether it is a complaint, compliment or suggestion about how to improve the way we do things.

If you prefer, you can speak directly to the area of the organisation in which the complaint arose, or to which the feedback relates. However, if you do not feel comfortable doing so or you are not satisfied with the outcome, please complete this form.

Once completed, your form can be:

* Posted to Feedback and Complaints, Very Special Kids, 321 Glenferrie Rd, Malvern, Victoria, 3144
* Emailed to feedback@vsk.org.au

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Please select which type of feedback you would like to provide:

[ ]  Complaint – to let us know about something you are not happy about

[ ]  Compliment – to let us know about something we have done well

[ ]  Comment – to provide any suggestions or ideas about how we could do things better

Are you:

 [ ]  A child or family member who currently uses our services?

 [ ]  A family who wishes to access our services?

[ ]  A Very Special Kids staff member or volunteer reporting feedback received from a child or family member?

 Your name: ………………………………….

[ ]  A Very Special Kids donor?

[ ]  Other? (Please state): ……………………………………………………………………….

Is your feedback about:

 [ ]  The Very Special Kids hospice?

[ ]  Our Family Support services?

[ ]  A Very Special Kids fundraising or marketing activity?

[ ]  Other? (Please state): ……………………………………………………………………….

Please provide details of your feedback. including information about what happened, when it happened, who was involved and what you would like to happen in response to your feedback.

|  |
| --- |
| **DATE OF FEEDBACK:**  |
| **WHAT HAPPENED:** |
| **WHEN DID IT HAPPEN:** |
| **WHO WAS INVOLVED:** |
| **WHAT WOULD YOU LIKE TO HAPPEN NOW:** |

**Thank you for your feedback.**

**If you would like us to contact you regarding your feedback, please provide your name and contact details below. We will contact you back as soon as possible.**

Name: ……………………………………………………………………………………………………………………………….

Phone number: Mobile: …………………………… Home: ……………………………

Email address: ………………………………...