

# Feedback and complaints loop

Increased  
quality  
of services

Further  
organisational  
learning

We respect, review  
and reflect on all  
**feedback and complaints**  
so we can improve  
Neami services

Improved  
practices and  
procedures

An environment  
to support recovery

## Your voice can make a difference

At Neami, we consider all feedback as an opportunity for both personal and organisational learning. If you have feedback please speak with your support worker, email [feedback@neaminational.org.au](mailto:feedback@neaminational.org.au) or call (03) 9481 3277.