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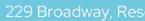229 Broadway, Reservoir, VIC 3073

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Your feedback is valuable to us - it informs business improvement opportunities and further enhances the quality of our services. Global Humanitarian Aid Foundation's Quality department is the central point for receiving, tracking and facilitating a response to client feedback.

Complaints and suggestions help us to refine and improve our policies, processes and systems. Similarly, compliments help us recognise when we are meeting or exceeding community standards for service and performance.

Feedback can be compliments, complaints and suggestions:

- Compliments are praise or congratulations about Global Humanitarian Aid Foundation program delivery, services or performance
- Complaints are an expression of dissatisfaction about Global Humanitarian Aid Foundation policies, service delivery or how we conduct our business
- Suggestions are ideas on how we could improve our services or do our business differently.

You can provide feedback to us in a number of ways.

Online: Give feedback online by emailing us at **support@ghaf.org.au**

Post: Send us your feedback by post to:

> **229 Broadway**
> **Reservoir VIC 3073**
> **Australia**

Phone: Call us on **1800 979 699** between 9 am and 5 pm AEST (except Victorian public holidays).

Feedback received through social media is not treated as formal feedback for response and reporting purposes.

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