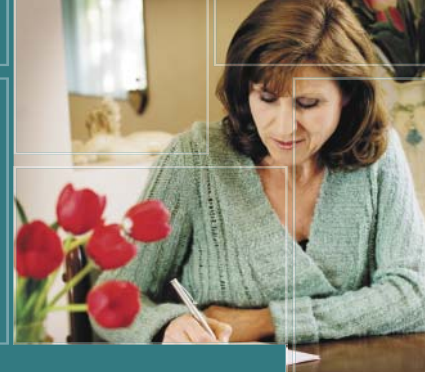


Tell us what you think



We speak your language ☎ 13 1202

Tell us what you think – English

Your feedback is important to us. Please take a few moments to let us know how we can improve our service. You can:

- hand this completed form to a Centrelink staff member in one of our Customer Service Centres
- call us on **Freecall™ 1800 050 004**
(or **Freecall™ 1800 000 567** using a TTY phone for deaf, hearing or speech impaired customers)
- complete and return this form to:

**Centrelink
Customer Relations
Reply Paid 7788
CANBERRA BC
ACT 2610
(no postage stamp is required)**

1. Date of service / /
2. The Customer Service Centre or Call Centre (if known) where you were served.
.....
3. What Centrelink payment or service are you commenting on?
.....
.....
4. If your feedback is about a Centrelink service, how did you receive the service? (please tick)
 Face to face Telephone
 Correspondence Self service (online)
5. Who served you? (if applicable)
6. What did you think of the service you received? (please tick)

- Excellent Good
 Satisfactory Unsatisfactory

7. What did you like or dislike about our service?
.....
.....
.....
8. If you were dissatisfied with our service, would you like someone to contact you? Yes No
9. If 'yes', please provide your contact details below (name and address are optional, but Customer Reference No. is required):
Name:
Customer Reference No.:
Address:
..... Postcode:
Telephone No.:
Date:
10. Do you have additional comments?
.....
.....

www.centrelink.gov.au

For more information in languages other than English, call **13 1202***. Visit our website at www.centrelink.gov.au

* calls to 13 numbers cost 25 cents from anywhere within Australia. Calls to 1800 numbers are free of charge. Calls from public pay phones or mobile phones will be charged at a higher rate.

Your privacy is protected by law

Centrelink will only use this information to improve our services to customers. Unless you want a reply to your feedback, you can provide your feedback anonymously.

Centrelink will not discriminate against, or otherwise disadvantage, anyone who lodges a complaint or provides other feedback to Centrelink.

For more information on providing customer feedback, including complaints, compliments and suggestions, speak to a Centrelink staff member or visit www.centrelink.gov.au

Thank you for your time and comments.

OFFICE USE ONLY

This comment card must be forwarded to the Customer Relations Unit to be recorded on the national database (even if no further action is required).

Date feedback received: Location feedback received:

Is CRU action required: Yes No

If yes, state action required