

# We Love Feedback

Like our service today? Think there's something we can improve?  
Your feedback can help us better design our service for the future.

[www.gscls.com.au/feedback](http://www.gscls.com.au/feedback)



## Talk to Us

- Tell us at any appointment, or
- Call our client service team and tell them, or
- Send it to us from our website, or
- Use our feedback form (ask any of our team for a copy)

Formal complaints can be made in the same way

STEP

1



## We Listen and Learn

We read feedback regularly

If you tell us you want a response, we'll get in touch within two weeks

STEP

2



## Find a solution together

Wherever possible, we'll talk with you to find a solution

If we can't, you can ask to involve our Chairperson as well as external complaint handling groups such as the Legal Practice Board and the Complaints Resolution and Referral Service

STEP

3



## Always Improving

We're always trying to do better!

If your feedback helps us improve, that's great! We consider feedback as part of our ongoing service review process

STEP

4



Great Southern  
**Community  
Legal Services**

Feedback & Complaints Summary - Updated 20241129