



pathways
southwest

Towards better mental health

Anyone can tell us what they think about Pathways SouthWest, including our consumers we provide services to, their families/carers and friends, the community, or staff from other services. We want you to tell us if you are unhappy with the service provide by Pathways SouthWest.

We will treat your complaint fairly and you with respect, we will listen to you and take care with any information you give us because your opinion matters to us.

If you do not hear from Pathways SouthWest within 30 days of lodging this complaint, please contact the CEO on 08 9791 1257 to inquire about the status of your complaint.

Complainant provided with a copy of our Feedback and Complaints Policy and Procedure



Please mark your complaint confidential and forward to the CEO at the address below.

Pathways SouthWest

1/14 Rose Street, Bunbury WA 6230

PO Box 275, Bunbury WA 6231

www.pathwayssouthwest.org.au

P 08 9791 1257

Details of complaint

Please attach copies of any documents that may help us investigate your complaint):

Record of documents provided:

1

2

3

4

Outcomes you are seeking:					
Investigation by:					
Comments:					
Contributing factors:					
Outcomes:					
Further investigation required;		Yes ☐		No ☐	

Feedback provided:	
Signed:	Date:

Board response (if required):	
Final actions / Outcome	
Board member:	Position:
Signed:	Date:

Client Contact Details: Name: Select which you would like us to use to provide you with feedback if requested.	Phone: Email: Postal Address:
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