

Canteen and Cancer Hub

Feedback and Complaints



Canteen and Cancer Hub are ready to listen to anyone who wants to give **feedback** or **complaints** about what we do.



Feedback is what you share with us about the work we do and what it is like for you.



Complaints are when you tell us about something at Canteen or Cancer Hub that has made you feel unhappy or disappointed.



Both feedback and complaints are important as they help us make what we do better for everyone.



Sharing feedback or complaints will not change what you can do with Canteen or Cancer Hub.





When you give us feedback or complaints, Canteen or Cancer Hub will

- Keep what you tell us private and only share it with people who are helping work it out
- Try to work out complaints in a quick and fair way.



All Canteen and Cancer Hub staff can help you with feedback and complaints or finding out more information

- in person
- on the phone
- on a video call.

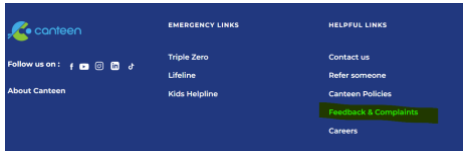
You can also write down your feedback or complaints

- in a form online

[Feedback & Complaints | Canteen](#)

[Australia](#)

[Feedback and Complaints | Cancer Hub](#)



- or email us

at feedback@canteen.org.au

or feedback@cancerhub.org.au



If you have feedback or complaints about a Canteen donation or fundraising, please email us at candofamily@canteen.org.au or call [1800 639 614](tel:1800639614).



If you say you want to chat with us more we will call back in 2 working days.



Canteen and Cancer Hub will always try and work things out in a clear and fair way.



We know that sometimes you might want to get support from someone outside Canteen or Cancer Hub about a complaint.



If you do you can talk to the **Ombudsman** in your state or territory.



An **Ombudsman** can listen to you and Canteen and decide the fairest next steps.



Google the Ombudsman in your state or territory to find out more.