

Customer Feedback Framework

The Drugs of Dependence Unit's effectiveness in minimising public health risks associated with drug dependence and drug diversion is linked to the timeliness and quality of its products and services.

Customer feedback about products and services is critical to us realising our vision of having Australia's most comprehensive regulatory system for minimising drug dependence and diversion resulting from medical treatment with drugs of misuse.

Customer Feedback

How do I give feedback?

- We welcome customer feedback by email, fax, post, or telephone.
 - Email: HealthDrugsofDependenceUnit@sa.gov.au
 - Fax: 1300 658 447
 - Post: DDU, PO Box 6, Rundle Mall, SA, 5000
 - Telephone: 1300 652 584
- Feedback should be addressed to the Manager, Drugs of Dependence Unit. The form at Attachment 1 may be useful.
- Customers are encouraged to make their feedback be as specific as possible.

What happens next?

- All feedback is treated as confidential and reviewed by the Manager, Drugs of Dependence Unit.
- The case is discussed with relevant Unit staff members in an objective, unbiased, and equitable manner.
- Feedback may be used by the Unit for product or service improvement.

Will I hear back from the Unit regarding my feedback?

- The Unit will always respond to a customer about their feedback where a response is requested.

Invited Feedback

The Unit will undertake evaluation of its products and services as part of annual business planning. Customers will be invited to evaluate products and services by completing an email or online questionnaire. The evaluation will include the Unit's Customer Feedback Process.

Customer Feedback Report

The Unit is committed to being accountable for its products and services. An annual Customer Feedback Report will be produced and submitted to the Executive Director, Health Regulation and Protection.



Customer Feedback Form

Details of Person Giving Feedback	
Name:	
Address:	
Phone / fax:	
Email:	
Product or Service Description	
<input type="checkbox"/> Application Forms (specify):	
<input type="checkbox"/> Policy Documents (specify):	
<input type="checkbox"/> Online S58 Privileged Circular	
<input type="checkbox"/> Online S57 Prohibition Orders List	
<input type="checkbox"/> Code of Practice for the Storage and Transport of Drugs of Dependence	
<input type="checkbox"/> Health Practitioner Presentations (specify):	
<input type="checkbox"/> Staff Emails (specify):	
<input type="checkbox"/> Telephone Service (specify):	
<input type="checkbox"/> Authority Applications (specify):	
<input type="checkbox"/> Website	
<input type="checkbox"/> Health Practitioner Complaints & Investigations (specify):	
Feedback	
Date and time the product or service was provided:	
Description:	
Response Requested	
<input type="checkbox"/> Yes <input type="checkbox"/> No Please specify preferred contact method:	
Date and Signature	
Date:	Signed:

For more information

Manager, Drugs of Dependence Unit
PO Box 6
ADELAIDE SA 5000
Telephone: 1300 652 584
HealthDrugsofDependenceUnit@sa.gov.au