

# Community Services Feedback Form

Our service is committed to providing high-quality care and services to meet your needs. We value your feedback – including complaints. Please let us know what we do well and where we can improve our services. If you have any immediate concerns, please talk to a staff member so the matter can be resolved.

Date:

Compliment

Suggestion

Complaint

Please indicate who is providing the feedback:

- Client   
  Relative   
  Client Representative   
  Volunteer   
  Staff Member  
 Other: \_\_\_\_\_

**Depending on the nature of your feedback if you choose to remain anonymous, SACAL may be unable to respond appropriately.**

Name:   
 Postal Address:   
 Telephone Number:       Mobile Number:   
 Email Address:

- Do you require an interpreter     No     Yes, which language?
- I would like to discuss feedback with Manager  
 I would like to discuss feedback with General Manager

**Please provide details of your main concerns, including what events led to making the complaint, compliment or feedback, approximate dates and who was involved.**

**What action have you already taken in relation to this feedback?**

Have you discussed your concerns with the or another person for assistance with these concerns?  Yes     No  
 If **yes**, with whom and what was the outcome?

**What outcomes would you like as a result of providing your feedback?**

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**How to return your feedback:**

Provide to any staff member or contact 6581 6800, or visit Bourne House  
 Level 1, 10-12 Short Street, Port Macquarie  
or mail to  
 PO BOX 104 Port Macquarie,

**Privacy**

The organisation is committed to protecting your privacy. We collect and handle personal information that you provide on this feedback form for the purpose of investigating and responding.

We will only use your information in accordance with relevant privacy and other laws. In order for us to provide services to you effectively and efficiently, we may need to share your personal information with others that deals with the matters identified in your feedback.

**OFFICE USE ONLY**

Date complaint Received:   Verbal Complaint  Written Complaint  
 Name of Team Leader/Manager dealing with the complaint:

<b>ACTION OF TEAM LEADER OR MANAGER:</b>	<b>Date:</b>	<input type="text"/>

**MANAGER USE ONLY**

<b>FINAL OUTCOME:</b>	<b>Date:</b>	<input type="text"/>

<b>HOW THE PERSON WAS KEPT INVOLVED THROUGHOUT THE PROCESS:</b>

Entered to Complaints Register  No  Yes  
 Opportunity for improvement?  No  Yes - Quality & Compliance Team to add to Continuous improvement Plan

Manager Name:  Manager Signature: