

Title: Compliments and Complaints Form
Department: Organisational
Approved by: CEO



COMPLIMENTS AND COMPLAINTS

We welcome your feedback.

Forest View Care encourages clients to share feedback, both positive and constructive. Our service is committed to providing high quality care and services to meet your needs. We value your feedback.

Please let us know what we do well and how we can improve our services. Forms can be returned via a staff member or by posting to - The CEO, Forest View Care, 4 Morgan St, Childers QLD 4660.

For translating and interpreting services (TIS National), call 131 450 and ask for 1800 200 422.

For Aboriginal and Torres Strait Islander interpreting services, call My Aged Care on 1800 200 422 and ask for an interpreter.

- This is a:** Compliment Complaint Comment
- I am a:** Family member Representative / Advocate Home Care Recipient
- Staff member on behalf of care recipient

My feedback is: _____

My suggested solution is:

Title: Compliments and Complaints Form

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Follow up: *(optional)*

Please provide your details if you would like us to contact you about your feedback.

Name: _____

Phone / email: _____

Thank you for taking the time to provide feedback about our service.

Section B – (Management use only)

Date received ____/____/____

Response Date ____/____/____

Was the feedback investigated? Yes / No

Outcome including any contributing factors or identified causes: _____

Signature of Investigator: _____

Date: ____/____/____

Has the person giving feedback been advised of the outcome? N/A / Yes / No

Person's response including further considerations or investigations required: _____

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If positive feedback, has relevant staff been informed? Yes / No

Section C – Continuous Improvement Activities (Management use only)

Do systems or protocols need amending? Yes / No

Recommendations including training opportunities, update to documentation or service redesign:

Actions and timeframes for resolution: _____

Feedback

Our commitment to you is that:

We will deal with each issue fairly, promptly and without retribution. Clients, relatives and staff are able to give feedback formally or informally. All feedback is recorded in a file in the main office, monitored for trends and acted upon to ensure a satisfactory resolution. With your help we can ensure that Forest View Care continues to pursue excellence in meeting the needs of our residents, clients and community.