

What will we do when we receive your feedback?

If the feedback is a complaint or suggestion, we will investigate the issue and address it, and keep in touch with you about what we are doing. We will also be tracking our progress and recording what is being done. Please also feel free to contact us about what progress we are making.

If the feedback is a compliment, we will be recording it and passing this on to those involved.

What do I do with this form?

You can:

- place the completed form in the Feedback Box located at the relevant site
- scan and email it to feedback@baptistcare.com.au
- fax it to (08) 9282 8697
- place it in an envelope and post it to
BaptistCare
PO Box 263
Bentley WA 6982

For your convenience you can also complete the Feedback Form online at baptistcare.com.au/feedback.



For more information
call our team on
1300 660 640 or visit
baptistcare.com.au/feedback

Feedback Form

*Because
we care*

Date: _____ / _____ / _____

Type of feedback Compliment Compliment Suggestion

Details of person providing feedback (optional)

Name: First(s): _____ Last: _____

Address: Street: _____ State: _____ Postcode: _____

Suburb: _____ Email: _____

Telephone: _____

Relationship to person receiving services: Customer Advocate Friend Relative Staff member Other

Details of person receiving services (if same as above, please leave blank)

Site / Service: _____

Name: First(s): _____ Last: _____

Room No. / Address: _____

Feedback details / issue

What would you like to see happen? (Desired outcome)

Has this issue/feedback been raised before? Yes No

If YES, with whom was it raised? _____ When was it raised? _____

What was the result? _____

Thank you for your feedback and the opportunity it brings to improve our services.

Office use only

Date recorded in system: _____ / _____ / _____ Reference Number: _____

Urgency level: _____ Due: _____

Assigned to: _____ First name initial: _____ Last name: _____

Brief summary of _____

Outcome: _____

Feedback provided: Yes No Date recorded in system: _____ / _____ / _____ Closed out: _____ / _____

Approved by: _____ Position: _____