

## Family and Children's Services

### Feedback Form

Your feedback is important to us and helps us to provide the best service we can. We are always keen to hear about your experience with Baptcare and welcome your compliments, complaints and suggestions. If you don't want to write your comments, please let a staff member know what you think.

#### Feedback type

This is a:	<input type="radio"/> Compliment	<input type="radio"/> Complaint	<input type="radio"/> Comment
I am a:	<input type="radio"/> Client/Participant	<input type="radio"/> Family member	<input type="radio"/> Representative/Advocate
	<input type="radio"/> Carer	<input type="radio"/> Volunteer	<input type="radio"/> Staff member on behalf of client/participant

#### Please tell us your feedback

Where did this happen?  Carer's home  Client/participant's home  In the community  Other (please specify)

Brief summary of details:

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Have you spoken to a staff member about this?  Yes  No

If yes who (please provide name):

#### Your details

Name:	Phone:
Address:	Email:

Your name is important for us to discuss the feedback you have raised. **However you may wish to remain anonymous.**

Name of person involved (if different to yourself):

Thank you for taking the time to provide feedback about our service. Please return the completed form to your local Baptcare office, or hand to a staff member. What will happen next: If your comment is a complaint, Baptcare will contact you to acknowledge your issue within 5 days and do our best to resolve it within a week. Complex matters may take longer but we will keep in touch and let you know our progress. If you are not happy with the way your feedback in managed, or the outcome, you can contact the Baptcare Quality Manager on 03 9831 7242.

**Baptcare respects and endorses individuals' rights to privacy and is committed to protecting the privacy and confidentiality of your information.**