

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

### Tick the type of feedback

- This is a compliment
- This is a complaint
- This is a suggestion

### Who is giving the feedback?

- Customer
- Family member
- Representative or Advocate
- Carer
- Staff member on behalf of a customer
- Staff / Contractor / Volunteer

Baptcare is a faith based purpose driven organisation focused on delivering the best of care to people of all ages, cultures, beliefs and circumstances.

Return the completed form to your local Baptcare office or residential aged care community, hand it to a staff member, place in a feedback box or post it to Baptcare, 1193 Toorak Road, Camberwell VIC 3124.

We value the opportunity to address any concerns you may have. The relevant manager (or delegate) will be in touch with you where you've provided contact details.

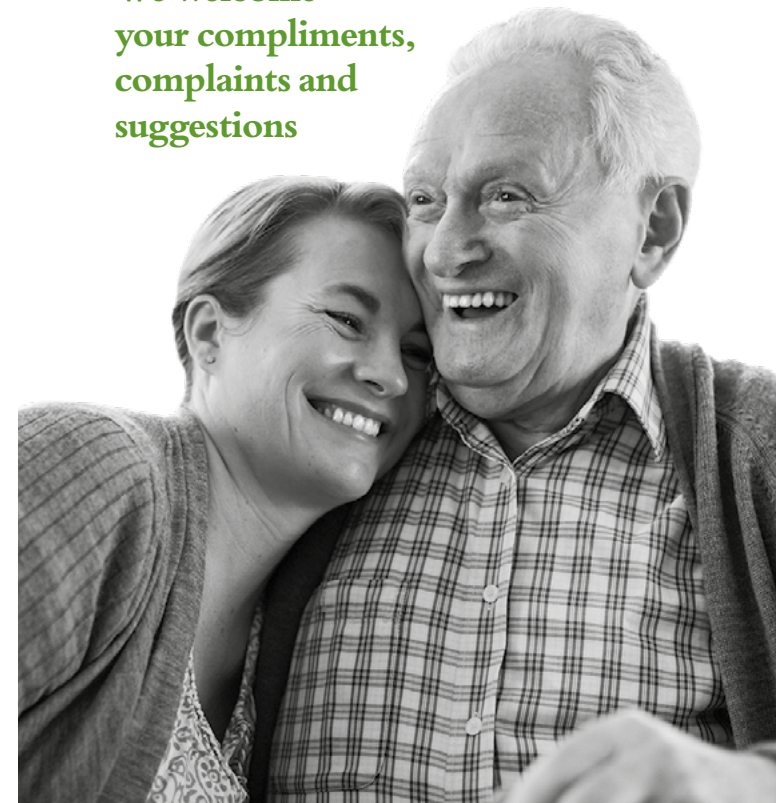
If you are not satisfied with the feedback process you can contact the Baptcare Quality Manager on 03 9831 7222 or externally at the Aged Care Quality and Safety Commissioner on 1800 951 822

[agedcarequality.gov.au](http://agedcarequality.gov.au)



because your  
**feedback**  
matters

We welcome  
your compliments,  
complaints and  
suggestions



Office Use Only  
Date received:  
Date entered in RiskMan:  
RiskMan no:

Baptcare

Baptcare

Your Details	
Name	
Address	 
Phone number	
Email address	
Name of person involved <i>(if needed)</i>	
Location	Baptcare office or residential aged care community (name) <hr/> Customer's home In person Other <hr/>
Date of feedback	/ /
Brief reason for lodging feedback	     

**Brief summary of concern or compliment**

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**Brief summary of concern or compliment *(continued)***

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