CLIENT FEEDBACK FORM

North Yarra Community Health welcomes all kinds of feedback from clients, including complaints, suggestions, questions and ideas. Your feedback will assist us in our regular review of the services that we provide.

My feedback is a:
Please tick box:
☐ Suggestion
☐ Complaint
☐ Compliment

Response:
☐ **Yes,** I would like a response *Please provide contact details →*
☐ **No thanks,** I do not need a response

I prefer contact by:
☐ Phone ☐ Email
☐ Letter ☐ Not at all

Date:

Contact details:
You do not have to provide your name or contact details - anonymous feedback is also welcomed, and will be taken seriously.

Name:

Address:

Phone:

Email:

NYCH Site: ☐ Fitzroy ☐ Collingwood ☐ Carlton ☐ InnerSpace ☐ Other

YOUR COMMENTS

Please give details of your feedback below:

Continued →

WHAT HAPPENS NEXT?

NYCH is committed to responding to all feedback in an appropriate manner.

Complaints: Complaints are taken seriously, and will be investigated carefully and sensitively. Clients are kept informed of the process, and a formal response, such as a letter or telephone call will be received.

Suggestions: Suggestions are often used to help staff improve amenities, procedures and services. If there is an element of complaint, and some contact detail is provided, suggestions will often also receive a formal response.

Compliments: We are always grateful for compliments, and are careful to pass them onto all relevant staff members.

Sometimes NYCH gives de-identified examples of both positive and negative feedback that we have received in our annual Quality of Care report. This is to show readers the kinds of issues that clients have been experiencing, and explain what the organisation has done in response.