



Your feedback is vitally important to us and assists us in providing quality care and services to our residents, their families and carers. All feedback will be treated confidentially. Should you wish us to respond you are invited to provide your name and contact details. Thank you.

Your Name:	Date:
Email:	Phone:

Note: You may choose to remain anonymous in which case we will be unable to contact you to provide feedback.

Are you lodging this form on behalf of a resident? YES NO

If yes, has the resident given their permission for you to do so? YES NO

Are you a: Resident Staff Member Family Member
 Representative Friend Other

Please indicate the location relevant to your feedback: Gould Wing Opal Wing
 Sapphire Wing Emerald Wing

Your Feedback:

Suggestions on how we might improve:

Please lodge your completed form in a locked suggestion box or hand to a staff member at Reception. Confidentiality will be maintained. We appreciate the opportunity to resolve any complaints internally in the first instance, however, if you wish to raise a complaint externally, please contact the Aged Care Complaints Commissioner on **1800 550 552** (free) or complete an online complaints form at www.agedcarecomplaints.gov.au