



Complete Choice
ABN 85643535497
Mobile:0466057770
Email : info@completechoice.com.au
Website: www.completechoice.com.au
23 Kent Road Macdonald Park SA 5121

CLIENT COMPLAINT/FEEDBACK FORM

Instructions:

1. Complete this form
2. Forward with information to our Complaint Manager via stamp self-addressed envelope provided at your intake. If you do not have this envelope, then please feel free to contact us by:

email	info@completechoice.com.au
Postal Address	23 Kent Road Macdonald Park SA 5121

Name(optional)

Date:

Complaints & Satisfaction Surveys in Relation to People with a Disability

Respondents should be told what the survey is about and what it aims to achieve. They should be assured that their opinions are valued but that their responses will remain confidential and cannot be traced back to them. This encourages people to participate and be honest and open in their responses without fear of retribution.

Q. How would you rate the staff for their willingness to help you with your needs ?	<u>Excellent</u>	<u>01</u>
	<u>Good</u>	<u>02</u>
	<u>Average</u>	<u>03</u>
	<u>Poor</u>	<u>04</u>
	<u>Terrible</u>	<u>05</u>
	<u>Non response</u>	<u>06</u>

Q. How satisfied were you overall with the service provided?	<u>Completely satisfied</u>	<u>01</u>
	<u>Somewhat satisfied</u>	<u>02</u>
	<u>Neither satisfied or dissatisfied</u>	<u>03</u>



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<u>Somewhat dissatisfied</u>	<u>04</u>
<u>Completely dissatisfied</u>	<u>05</u>
<u>Non response</u>	<u>06</u>

Q. Complaints and Feedback

Who is the person, or what is the service, about whom you are complaining or providing feedback about

Name or Service		
Does the person know you are making this complaint/providing feedback?	<input type="checkbox"/> Yes	<input type="checkbox"/> No

What is your Complaint/Feedback about?
 Would you please provide some details to help us understand your concerns?
 You should include what happened, where it happened, the time it happened and who was involved.

Supporting Information
Would you please attach copies of any documentation that may help us to investigate your complaint/feedback (for example letters, references, emails)?

What outcomes are you seeking because of the complaint/feedback?



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Official Use only

Date Received:

Action taken:

Date Completed:

Signature