

ANY OTHER COMMENTS?

Please attach additional comments if insufficient space.

SIGNATURE:

DATE:

Please give this completed form to a staff member, or forward it to:

Resthaven Inc. Head Office
PO Box 327 Unley, SA 5061
Ph: 8373 0211 Fax: 8373 0976
Email: headoffice@resthaven.asn.au

Thank you for your time and effort!

WHAT IS THE NEXT STEP?

You (or your advocate) should speak with a senior member of staff, the manager or coordinator.

An alternative forum for open discussion is offered through the regular residents, clients and advisory committee meetings.

Should you feel an issue or concern remains unresolved, write to the:

CHIEF EXECUTIVE OFFICER
Resthaven Incorporated
PO Box 327, Unley SA 5061
or via Facsimile (08) 8373 0976,
Telephone (08) 8373 0211 or
email: headoffice@resthaven.asn.au

We encourage you to bring your concerns or suggestions to our attention in the first instance.

Alternatively, you may seek independent advice from external advocates such as the:

- AGED RIGHTS ADVOCACY SERVICE,**
Ph: 8232 5377 or 1800 700 600 or
- AGED CARE COMPLAINTS INVESTIGATION SCHEME (CIS) Ph: 1800 550 552**
- HEALTH AND COMMUNITY SERVICES COMPLAINTS COMMISSIONER**
Ph: 8226 8666 or 1800 232 007



Resthaven

Incorporated

HOW CAN WE IMPROVE OUR SERVICE TO YOU?

We'd like to hear from you!



YOUR FEEDBACK IS WELCOME

The management and staff of Resthaven have a genuine commitment to providing quality services for our clients.

Resthaven would like your suggestions as to how we can improve our service to meet your needs more effectively. You may like the way a particular service is provided, or you may be unhappy with a particular aspect.

To improve the services provided, we need to hear your comments regarding any issues that impact on you.

Please register your suggestions for improvement, compliments or complaints, so that we are aware of the them.

Your views are important to us and any issues will be followed up.

THE FIRST STEP...

The first step is to speak with the staff. The manager may be able to assist if necessary. We can arrange an interpreter for you if required.

Alternatively, complete the attached response form, detach and give it to a staff member, the manager or coordinator, or send it to Resthaven's Head Office.

If you prefer, comment via email: headoffice@resthaven.asn.au

HOW WILL WE RESPOND?

We will respond as soon as possible and inform you of how we are responding to your suggestions or concerns.

Please be assured that all matters will be treated with discretion. We respect your privacy and will only use personal information for the primary purpose of responding to your issue.



FEEDBACK RESPONSE FORM

Name: _____

Relationship to Resthaven: _____

(e.g. resident, client, relative, other)

Phone (optional): _____

Resthaven Program / Site Location: _____

Please ask for assistance if required.

Nature of your feedback:

- Compliment
- Suggestion
- Complaint
- Other

Comment: _____

Please feel free to continue over the page.

