



## YOUR FEEDBACK IS WELCOME

Resthaven management and staff 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 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](mailto: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, volunteer, other)

**Phone (optional):** \_\_\_\_\_

**Resthaven Program/Site Location:**  
\_\_\_\_\_

Please ask for assistance if required.

### Nature of your feedback:

- |                                     |                                    |
|-------------------------------------|------------------------------------|
| <input type="checkbox"/> Compliment | <input type="checkbox"/> Complaint |
| <input type="checkbox"/> Suggestion | <input type="checkbox"/> Other     |

### Comments:

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*Please feel free to continue over the page.*