



Feedback Form

We'd love to hear from you

Your feedback helps us keep improving the care and services we provide. Whether it's a compliment, a complaint or an idea, please tell us what we're doing well and where we could do better. Every piece of feedback is read and followed up.

1 What kind of feedback is it?

☐ Compliment

☐ Complaint

☐ Comment or suggestion

2 Who are you?

☐ Resident

☐ Family member

☐ Representative

☐ Staff member

☐ Staff, for a resident

☐ Visitor / other

3 Tell us more

What happened, when and where? Is there anything you would like us to do?

4 Would you like us to contact you?

Leave your details blank if you would prefer to stay anonymous.

☐ Yes, please

☐ No, thank you

Name

Phone

Email

How to return your form

Hand it to reception • Place it in the Suggestion Box • Give it to the Registered Nurse in Charge

For confidential feedback, place your form in a sealed envelope before returning it.

You can also contact the Aged Care Quality and Safety Commission on 1800 951 822 or at www.agedcarequality.gov.au

Thank you for helping us make Homewood even better.



Feedback Form

Office use only

1 Received

Date received	
Received by	
Feedback log number	

2 Actions taken / evaluation

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3 Outcome communicated to person

Date / method	
Communicated by	

4 Close out

CEO signature	
Date closed	
Entered in register by	

File the completed form in the Feedback folder.