**Client Feedback Form:**

Whether it is a compliment, complaint or improvement on our services, please do not hesitate to let us know.

To provide feedback or make any complaints please complete the ‘Feedback Form’ and email it to us at [enquiries@communitynursingsa.com.au](mailto:enquiries@communitynursingsa.com.au) or call us on: 0420 451 070

**When we receive your complaint, we will:**

* Acknowledge and file it in our records
* Aim to resolve it as soon as practicable
* Ensure we keep you informed of the progress and outcome of the actions taken to address your complaint.

We will also notify the employee (or person) about whom the complaint was made and follow the directions of our Feedback and Complaints, and Incident Management Policies and Procedures.

If we are unable to resolve your complaint or you feel your complaint(s) have been adequately dealt with, please contact the Health and Community Services, Complaints Commissioner on 08 8226 8666 or Country SA free 1800 232 007.

If you are an NDIS Participant, you can contact the NDIS Quality and Safeguards Commission on 1800 035 544.

**Community Nursing SA collects, manages, uses and discloses personal information in accordance with the, The Privacy Act 1988**

**Feedback Form:**

Date / Time: ­­­­­­­­­­­­­\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Would you like a response to your feedback? No Yes (please include your details below)

Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Address: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Phone number: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_Mobile: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Email: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

How would you prefer your feedback: **Phone: Email: Letter:**

Nature of feedback: **Complaint: Compliment: Comment: Suggestion**

**Description:**

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***Thank you. Your feedback is important to us and can help us to provide a better service for you and for others.***