

CONSUMER FEEDBACK FORM



We are always trying to improve things at Inspiro and are keen to hear of your experience with us. What do we do well? What could we do better? The information you give will enable us to provide quality services. All information remains confidential.

Your feedback can be anonymous. Providing your name is optional.

Title: Mr / Mrs / Ms / Miss / Dr (please circle)	Date:	
Name:		
Email:		
Phone:		
Are you (the person providing feedback) a:		
<input type="checkbox"/> Client <input type="checkbox"/> Relative/Carer <input type="checkbox"/> Community member <input type="checkbox"/> Agency <input type="checkbox"/> Staff Member <input type="checkbox"/> Other		
Would you like to be contacted regarding your feedback? <input type="checkbox"/> Yes <input type="checkbox"/> No		
Is an interpreter needed? <input type="checkbox"/> Yes <input type="checkbox"/> No Preferred language: _____		
How did you hear about Inspiro? (please tick)		
<input type="checkbox"/> I have been to Inspiro before	<input type="checkbox"/> Doctor/nurse	
<input type="checkbox"/> Website/social media	<input type="checkbox"/> From a friend/family member	
<input type="checkbox"/> Newspaper advertising	<input type="checkbox"/> Other _____	
Which Inspiro service did you use?		
Type of feedback:		
<input type="checkbox"/> Thank you/compliment 😊	<input type="checkbox"/> Complaint 😞	<input type="checkbox"/> Suggestion/Comment 💡
Details of feedback (Please include date, time, staff member as relevant):		
(Please turn over for more space)		
What action would you like?		
(Please turn over for more space)		

Please place your feedback in the feedback box in our Reception, or mail to:

Karyn McPeake, CEO

Email to:

Inspiro

hello@inspiro.org.au

Reply Paid 86249

17 Clarke Street

Lilydale Vic 3140

April 2017

Additional space for feedback:

If you are not satisfied with our service, please contact us. We take complaints seriously and aim to resolve them quickly and fairly.

If you remain dissatisfied with our response, you may contact the Health Complaints Commissioner (HCC). The HCC responds to complaints about health services and the handling of health information in Victoria. Their service is free, confidential and impartial. To lodge a complaint with the HCC:

- Fill out a complaint form online at www.hcc.vic.gov.au or
- Phone 1300 582 113 between 9am and 5pm, Monday to Friday to discuss your complaint.

Thank you so much for your time.

Office use only

Action	Date completed
<input type="checkbox"/> Feedback Register updated	
<input type="checkbox"/> Manager/CEO copied	
<input type="checkbox"/> Suggestions logged	
<input type="checkbox"/> If complaint, Complaint Follow-Up and Action Form initiated	