

Feedback Form Let us know how we're doing.

Do you have a compliment, suggestion or concern?

BASScare welcomes your feedback as an opportunity to continue our commitment to a high level of care and to help us improve our services.

Date: _____

• **Happy with the care or service?** Let us know what we did well so that we can continue to deliver.

• **Any suggestions for improvement?**

Do you have any suggestions how we can improve what we are doing?

• **Unhappy with the level of care or service?** Please let us know about your main concern.

We take any issues raised seriously and will address them promptly. Please attach additional pages if necessary.

Feedback Form

• **How would you like these concerns to be resolved?**

As a first step, please consider discussing your feedback with the Service Manager.
If you wish to be contacted regarding your feedback, please provide your contact details below.

Name:

Phone:

E-mail:

Please tick applicable response below:

I would like a response to my feedback

I do not require follow-up

Interpreter assistance required. Language:

Please tell us if you are a :

Client

Relative or Friend

Staff

Volunteer

Other (please state)

What to do with your completed form:

- Hand it to the staff member looking after you
- Place it in our Feedback Boxes
- Email: feedback@basscare.org.au
- Post it to:
General Manager,
Compliance, Risk & Continuous Improvement
BASScare, PO Box 304,
Canterbury, Vic 3126

If you are not satisfied with the response from BASScare to your feedback, you may contact:

- **National Aged Care Advocacy Line**
Phone: 1800 700 600
Email: aras@agedrights.asn.au
- **Office of the Aged Care Quality & Safety Commission**
Phone: 1800 951 822
- **Dispute Settlement Centre of Victoria**
Phone: 1300 372 888
Email: dscv@justice.vic.gov.au