



Baptist Care SA is committed to continually improving the quality of our services. We want to know what we're doing well and what we can improve.

Confidentiality.

Providing feedback isn't always easy and we understand this. We will keep your comments confidential. To find out more about our Privacy and Confidentiality Statement, please visit our website baptistcaresa.org.au or contact us on T 08 8273 7100.

Completed feedback forms can be returned

By mail:
Executive Support Officer
Baptist Care SA
130 Rose Terrace
Wayville SA 5034

By Email: enquiries@baptistcaresa.org.au

If you require further information, please contact the Baptist Care SA Executive Support Officer on T 08 8273 7100

What happens when you receive my feedback?

Your feedback will be carefully considered. We will discuss the matter with you and tell you what we're going to do. We will take action as soon as possible.

And if I am not happy with your response?

Baptist Care SA is committed to resolving issues fairly and promptly. You can ask for your feedback to be reviewed by our Chief Executive Officer. You do this by contacting the Executive Support Officer on 08 8273 7100.

If you are still unsatisfied, you may refer the matter to The Health and Community Services Complaints Commissioner on 08 8226 8666.

Feedback.

I would like to make a:

- Compliment
- Complaint
- Suggestion

What would you like to tell us?*

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What would you like us to do?*

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My relationship to Baptist Care SA is:

- Client
- Representative of Client (e.g. family member or friend)
- Volunteer
- Student
- Other service provider
- Contractor
- Other

*(Please attach another page if needed)

Please turn over



Feedback.

I am providing this feedback on behalf of someone else.

Yes No

The information you provide to us is anonymous. If you would like to receive a response to your feedback please provide your contact details below.

Name:

Address:

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Telephone:

Email:

I would prefer to receive a response by:

- Telephone
- Email
- In writing to the address provided
- Face to face meeting

Thank you.

Who can help me to provide my feedback?

If you need help completing the feedback form, please speak with a Baptist Care SA staff member. Or, if you prefer, the following agencies may be able to assist you:

Commissioner for Children & Young People
<http://www.ccyp.com.au> | T: 08 8226 3355

NDIS Quality & Safeguards Commission
<http://www.ndiscommission.gov.au> | T: 1800 035 544

Disability Advocacy & Complaint Service
<http://www.dacssa.org.au> | T: 08 7122 6030

The Health & Community Services Complaints Commissioner
<http://www.hcsc.sa.gov.au>
T: 08 8226 8666 or 1800 232 007 (SA regional)

Aged Care Complaints Commissioner
<http://www.agedcarecomplaints.gov.au>
T: 1800 550 552

Translating and Interpreting Service | T: 131 450

TTY/Voice | T: 133 677

Speak & listen (SSR) | T: 1300 555 727



**baptist
care sa**

130 Rose Terrace
Wayville SA 5034
T 08 8273 7100

feedback@baptistcaresa.org.au
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We welcome your feedback.



**baptist
care sa**