

Your options for providing feedback are varied and we welcome you to use any of them:

1. **Speak** to any member of staff. They will happily take your verbal feedback and pass it on to management who will make sure it is followed up.
2. **Complete this form** and hand it to the receptionist or the management where it will be logged as an 'improvement log' and followed up.
3. Table your comments through the centre **resident/relative** meeting. The Recreational Activity Officer will let you know the date of your next meeting.
4. Ask for an **appointment** with one of the management team (e.g. Executive Manager) to discuss your concerns.
5. **Write a letter** and give it to the centre for the Executive Manager to acknowledge and they will follow it up.
6. Provide feedback when we ask you to complete a **survey/questionnaire**. These happen periodically throughout your stay and are a great way in which you can tell us more about our services and what we can do to improve them.
7. Contact the Chief Executive Officer  
Phone: 02 9398 4000 Fax: 02 9399 3605  
Mail: Confidential to CEO, PO Box 521, Randwick NSW 2031  
Email: [Info@summitcare.com.au](mailto:Info@summitcare.com.au)
8. Contact the Aged Care Investigation Scheme, which is an external complaints scheme managed by the Department of Health & Ageing. Phone: 1800 550 552  
Mail: GPO Box 9848-Sydney NSW 2001



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## FEEDBACK & COMPLAINTS



WORKING TOGETHER TO PROVIDE PEACE OF MIND

## Why we welcome your comments, criticisms and feedback

Your feedback is very important and we appreciate you taking the time to give it to us. We welcome your comments and suggestions and encourage you to actively support our 'Summit Star Program' as your way of recognising staff who have exceeded your expectations.

Complaints are also a very important source of feedback and we welcome any constructive criticism or details of something which you are not satisfied with. Our staff and managers will work hard with you to investigate your concerns and work to resolve them effectively. Our goal is to improve our systems to make sure that we meet your needs - all day, every day.

All complaints are taken seriously and undergo a formal record keeping system so we can track your concerns/complaint and make sure we work through our systems to ensure they are handled responsively and effectively.

Our goal is to solve the problem and work to prevent a re-occurrence of something you are not happy with.

### Staff use only

Verbal feedback/complaint

Please keep this confidential

Received by:

Date:

### Person making feedback/complaint

Name:

Date:

Relationship to resident:

Address:

Home phone:

Work phone:

Mobile:

This information is needed to ensure that you are given a response about actions we are taking in relation to your comments/feedback.

### Describe the nature of the feedback or complaint:

### Do you have any suggestions to resolve this issue: