



Client Feedback Form




We value your feedback at all times. Please let us know how you think we are going with meeting your needs through our programs and services.

Simply fill in this form and

- Leave it in the box at Reception, or
- Post it back to us at CEO, Ballarat Community Health – PO Box 1156, Bakery Hill 3354
- All completed Feedback Forms are to be forwarded to the CEOs Office

Date:	
Service Accessed:	

Site Visited (Please Indicate):	
<input type="checkbox"/> Lucas 12 Lilburne Street	<input type="checkbox"/> COOINDA (Wendouree) 10 Learmonth Road
<input type="checkbox"/> Smythesdale 19 Heales Street	<input type="checkbox"/> Sebastopol 260 Vickers Street
<input type="checkbox"/> Headspace 12 Camp Street	

What type of feedback would you like to give us? (please tick)	
	<input type="checkbox"/> Compliment about our service
	<input type="checkbox"/> Suggestion to improve our service
	<input type="checkbox"/> Complaint about our service

Please provide your comments

What would you like us to do? (please tick)	
<input type="checkbox"/> Phone you	<input type="checkbox"/> Respond in writing
<input type="checkbox"/> Email you	<input type="checkbox"/> Send you information
<input type="checkbox"/> No follow up	
<input type="checkbox"/> Other	

If you would like us to respond to your feedback please provide your relevant contact details	
Name:	
Address:
Phone:	(Home) (Work)
	(Mobile)
Email:	

Are you a (please tick)		
<input type="checkbox"/> Client	<input type="checkbox"/> Relative or Carer	<input type="checkbox"/> Agency
<input type="checkbox"/> Community Member	<input type="checkbox"/> Staff Member on behalf of Client <hr/> Staff Members Name	<input type="checkbox"/> Other

Thank you

Your feedback is invaluable in assisting us to continually improve our service.

OFFICE USE ONLY		
Received by CEOs Office (date):	Notification to Team Leader/ Manager	YES/NO
Staff Member Responsible:	All Agreed Actions Finalised YES/NO	Date:
Further Actions:		