



Feedback & Complaints Form

Thank you for taking the time to complete this feedback and complaints form.

Your feedback is important as, it lets us know what we are doing well and what we need to do to improve.

This is a confidential document and you don't have to provide your name.

Our feedback and complaints form is also available in easy english. You can find this on our website under 'Information for participants'.

www.elephantintheroom.net.au

Date: ___ / ___ / ___

How were you involved with Elephant In The Room (EITR)?

Please tick the type of feedback you would like to submit:

General feedback Complaint Suggestion

If your feedback is a complaint please tell us your concerns:



Please tick the relevant box to record your answers to the following questions:

Did the services we offer meet your needs?
Some

Yes

No

If your needs are not being met, what areas do we need to improve?

- Quality of service delivery _____
- Promoting the rights of individuals _____
- Person centred approaches _____
- Community participation and inclusion _____
- Planning and setting goals _____
- Meeting cultural needs _____
- Management and operations _____
- Handling complaints _____
- Inquiries and providing information _____

What do you think we can do to improve in these areas?

How do you feel about EITR staff?

Competent Very Competent Not competent

Friendly Very friendly Not friendly



In what areas could staff improve to meet your needs?

- Job expertise/ level of skills _____
- Maintaining privacy and confidentiality _____
- Behaviour and attitudes _____
- Communication and listening skills _____
- Doing things on time _____
- Providing information _____
- Providing feedback _____
- Meeting individual needs _____

What other improvements do you suggest for us?

If you would like to discuss any matters raised in the feedback sheet, please provide your name and contact details in the space below.

Name	
Address	
Phone	
Email	