

Hornsby Ku-ring-gai Community Transport
Section 3 Service Delivery
DOC 3.07-1 Feedback form for Compliments, Complaints & Suggestions

HKCT welcomes all feedback, whether complimentary or of dissatisfaction. We actively seek your comments and use all feedback we receive to continuously improve the quality of services we provide.

All feedback shall be treated fairly and held in confidence. It will never affect any future services provided to you.

HKCT supports your use of an advocate (who may be a family member, friend, carer or another person) when that seems the best method for you to let us know how you feel. Your comfort and service satisfaction are very important to us.

HKCT can assist with securing translation services if required, and we strive to provide transport assistance which is, at all times, culturally appropriate for your needs.

Please complete this form and return it, marked 'CONFIDENTIAL', to The General Manager, PO Box 698, Turramurra 2074.

Type of feedback

- Observation
- Compliment
- Complaint
- Enquiry/Suggestion

Your feedback is about

- HKCT team member
- The service
- Another consumer of HKCT
- Other

Please tell us what happened. We would love to hear your thoughts, either generally, or regarding a specific incident:

Date:

Approximate time: am/pm

Details:

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Would you like us to get back to you about your comments?

Yes No

Your contact details (optional)

Name :

Phone no.:

Postal address

Email address:

You can also lodge a complaint with:
Aged Care Quality and Safety Commission
 Phone: 1800 951 822
 Website: <https://www.agedcarequality.gov.au/making-complaint/lodge-complaint>

<i>DOC 3.07-1</i>	<i>Feedback form for Compliments, Complaints & Suggestions</i>			<i>Date Approved</i>	
<i>Date Document due for review</i>	<i>Date Document Reviewed:</i>	<i>Amendments</i>	<i>Positions informed/trained in amendments</i>	<i>Method</i>	<i>Date</i>
28/08/22	02/09/20	new	Workforce/consumers	training	