

CUSTOMER FEEDBACK

Down South Therapy are dedicated to providing excellent customer service. Your comments about things we are doing well and areas for improvement are greatly appreciated and will be treated in confidence.

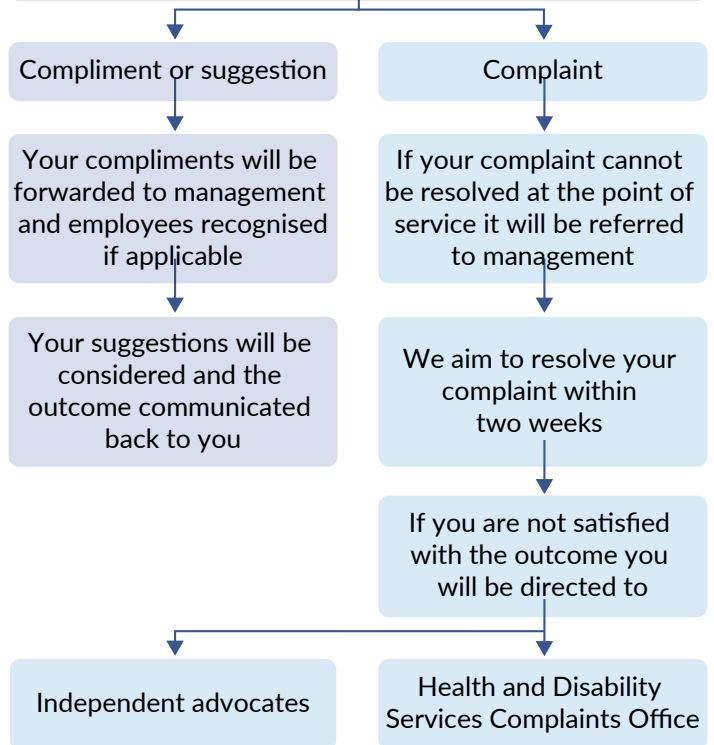
How to provide feedback:

- Complete the form and return via mail in a sealed envelope to: **PO BOX 8283, Warnbro 6162**
- Email a completed feedback form to **admin@downsouththerapy.com.au**
- Give a completed feedback form to your **Down South Therapy representative**
- Visit the **Send Feedback** page on our website **www.downsouththerapy.com.au** to submit an online form
- Call us on: **0404 698 218**

If you would like to provide feedback anonymously, please do not complete the "Your contact details" section. Please be aware, if you provide anonymous feedback, we will be unable to update you on any actions we take.

OUR FEEDBACK PROCESS

Your feedback will be formally acknowledged within one working day of receipt.
All feedback will be dealt with as follows



Please indicate the type of feedback you would like to provide:

Compliment Complaint Suggestion Other

Please indicate the business area(s) your feedback relates to:

Occupational Therapy Speech Pathology Physiotherapy Psychology Other

Your contact details

Full name _____ Today's date _____

Address _____

Phone _____ Email _____

Please indicate preferred contact method: Phone Email Mail

Your relationship to Down South Therapy

Please indicate on a scale of 1 - 5 how satisfied you were with the service provided by DST?

- 1 - Well below expectation,
- 2 - Below expectations,
- 3 - Met expectation,
- 4 - Above expectations,
- 5 - Well above expectation

Comments:

Please mark with an x	1	2	3	4	5
Communication					
Preparation					
Timeliness					
Service					
Therapy Supports					
Knowledge					
Relationship					

Other Comments:

If you are unhappy with our response or wish to take the matter to an external party, you can contact:

NDIS Quality and Safeguards Commission
(for customers receiving Federal Funding through NDIS)

Phone: 1800 035 544,
email: feedback@ndis.gov.au
or visit: ndiscommission.gov.au



**NDIS Quality
and Safeguards
Commission**

Health and Disability Services Complaints Office (HaDSCO)
(for customers receiving State Funding from
Department of Communities)

Phone: 1800 813 583,
email: mail@hadsco.wa.gov.au
or visit: hadsco.wa.gov.au



**Health and Disability Services
Complaints Office**