



DOWN SOUTH THERAPY

CLIENT 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 you can provide feedback:

- Complete this form and return via mail in a sealed envelope to:
PO BOX 8283 Warnbro
or
Unit 1/11 Day Road, Rockingham, 6168
- Email a completed feedback form to admin@downsouththerapy.com.au
- Give a completed feedback form to your Down South Therapy representative
- Visit the Contact Us page on our website www.downsouththerapy.com.au to submit an online form
- Call us on: 0404 698 218

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 _____

YOUR FEEDBACK

Please indicate on a scale of 1 – 5 how satisfied you were with the service from your therapist?

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

If you require more space please attach a separate page.

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