

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

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 Compliment or suggestion Complaint Your compliments will be If your complaint cannot forwarded to management be resolved at the point of and employees recognised service it will be referred if applicable to management Your suggestions will be We aim to resolve your considered and the complaint within outcome communicated two weeks back to you If you are not satisfied with the outcome you will be directed to Health and Disability Independent advocates Services Complaints Office

Please indicate the type of feedback you would like to provide:								
☐ Compliment	\square Complaint	\square Suggestion		\square Other				
Please indicate the business area(s) your feedback relates to:								
\square Occupational Therapy	\square Speech Pathology	\square Physiotherapy	∕ ☐ Psychology	\square Other				
Your contact details								
Full name		Today's date						
Address								
Phone		Email						
Please indicate preferred contact method:		\square Phone	\square Email	\square 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					