



Feedback Form

Feedback from you about your experience with Althea Projects is welcomed and helps us to provide the best possible service to individuals, children, families and the community. You can pass on a compliment, provide a suggestion for improving the service or, even let us know about any concerns/complaints you have.

Is this a: (please tick ✓ relevant box)

Compliment

Compliments will be shared with the relevant staff member and/or Program.

Suggestion/idea

Suggestions will be taken to the appropriate forum for review and consideration.

Complaint/concern

Complaints will be investigated and you will be informed of any action taken.

What Althea Program does this feedback involve? (please tick ✓)

- Shared Family Care Townsville Drop-in Centre Wee Care Althea Corporate

Are you a:

- Parent Family Member Staff
 Visitor Foster Carer Child
 Client Advocate/Guardian
 Stakeholder Other (please specify)

Would you like us to contact you to discuss the feedback on this form and advise you of any updates or remedial action taken?

- Yes No

If yes, please provide your details:

Your name: _____

Tel (H): _____

(M): _____

(Email): _____

Address: _____

Note: *If you choose to remain anonymous, we will be unable to provide you with a response.*

What would you like to see happen as a result of your feedback? *Tick ✓ as many boxes as appropriate.*

Compliment:

- Thank staff member Thank team
 Other (please specify): _____

Suggestion:

- Suggestion adopted
 Review process/policy
 Other (please specify): _____

Complaint:

- Receive an apology
 Receive an explanation
 Receive information
 Prevent recurrence
 Review process/policy
 Access to service or resource
 Change to physical environment
 Education/training to staff
 Register concern/provide information
 Other: _____
