

Your feedback is important to us.

We encourage you to discuss any concerns with the individual who oversees everyday management of your home or care.

What will happen if you are making a complaint? We will try to acknowledge your complaint within 2-3 days and respond to your complaint as soon as possible. We will take your concerns seriously and confidentially. We also value any compliments, suggestions and feedback.

Feedback can be provided in a number of ways:

- In person
- Over the phone
- Via email:
haveyoursay@sheppvillages.com.au
- Visit our website
- Complete this 'Have Your Say' form

Interpreters are available, please discuss with staff to access an interpreter.

Further information

The Aged Care Quality and Safety Commission has a complaints service available:

1800 951 822
agedcarequality.gov.au

Older Persons Advocacy Network can provide assistance **1800 700 600** or opan.org.au



Shepparton Villages
9 Batman Avenue
Shepparton, Vic, 3632
5832 0800

www.sheppvillages.com.au

Have Your Say



**Feedback
Complaints Compliments**



Your details.

(You can remain anonymous; however we need contact details so we can investigate and respond to you and provide information about the outcome)

Name of customer:

Facility/ service:

Name of person completing form:

Date:

Telephone:

Email:

Address:

Office use only

Date received:

Date acknowledged:

Entered on eCase:

Yes

Have your say details.

I am a:

Care recipient

Staff

Family member/ representative

Other
