

Feedback Form



PRINT ON GREEN PAPER

Thank you for completing a feedback form. We welcome your feedback and see this as an opportunity to acknowledge great service or identify an area within our service provision that we can improve upon. All feedback forms are reviewed, logged and analysed to ensure positive outcomes and resolution for our consumer, and continuous improvement.



Residence name: Denis Phelan Suite # (if applicable): 47

Person providing feedback: Jacinta Phelan Date: 8/03/2024

Name of person completing form if different from above: _____

What type of feedback would you like to provide:

Compliment Complaint Suggestion for improvement

The Phelan family have been extremely happy with the care given to our father over his 2 week respite period.

He was warmly welcomed on arrival and had a wonderful experience as did the family. We were also impressed with the way the evening staff handled our father one night when he was having an episode. Thank-you so much.

Signature of person completing form: J. Phelan

Thank you for your feedback.

Management will consider all feedback given and investigate all concerns. We aim to contact you within seven working days of receiving this form.

Please indicate the way you would like to be contacted (please circle and provide relevant details)

Phone / Email / In person: jacintaphelan@seniorstays.com.au