



Office use only

Date registered: _____

Camms number: _____

Response to person submitting this form? ☐ Yes ☐ No

Service Details

Manager:

Address:

Phone:

Email:

Version: 052026

Have Your Say!



COMPLAINT? COMPLIMENT? SUGGESTION?

Your views are important to us: they offer us valuable insights that help us continue to improve all that we do.

Our organisation is committed to continuous improvement and with your assistance, we can better meet your needs and expectations.

Thank you for helping us improve our services and care.

Return completed form to the
'HAVE YOUR SAY' box or mail it
(no stamp required) to:

Vasey RSL Care - Have Your Say
Reply Paid 88355
Hawthorn VIC 3122



Tell us how we are doing

Vasey RSL Care is committed to continuous improvement, and with your assistance, we can better meet your needs and expectations.

Your complaints, compliments, suggestions and other feedback help us continue to improve all that we do.



Today's Date: _____

I am giving (a):

- ☐ Compliment
- ☐ Complaint
- ☐ Suggestion
- ☐ Other

I am a/an:

- | | |
|--|--|
| ☐ Resident | ☐ Staff member |
| ☐ Family Member/Friend | ☐ Volunteer |
| ☐ Home Care Participant | ☐ Other (please give details) |
| ☐ ESA Resident | |
| ☐ V Centre Participant | |

I would like you to know: _____

_____(Continue opposite if needed)

My details (optional):

- ☐ No, I DO NOT want to be contacted about my comments
- ☐ Yes, I DO want to be contacted about my comments

If yes, complete the following details.

My full name: _____

Name of resident/client (if different from above): _____

Preferred method of contact:

- ☐ Face to face meeting: phone no. to arrange: _____
- ☐ By phone - number: _____
- ☐ By email - address: _____
- ☐ By mail - address: _____

Note: you may remain anonymous – if you do, we will still follow up on your feedback, but we will not be able to respond directly to you.

Thank you for taking the time to

Have Your Say!

You are helping us to continue to make life better for our community.

