



Hannah's House Feedback Form

Hannah's House welcomes your feedback - compliments and complaints! It is important for us to know what we are doing well and what you would like us to improve. If you are unsatisfied by the service, support or information you have received, please let us know.

Families, friends, advocates, staff or others in the community are welcome to give feedback or lodge a complaint.

We will aim to respond to your feedback promptly and fairly.

How to Provide Feedback

There are several ways you can provide feedback to Hannah's House (aside from any formal evaluation or satisfaction surveys we may seek from you if you are receiving services):

- Provide verbal feedback to your staff member or call the Clinical Services Manager, Susan King, on 0413 372 943.
- Complete a written Hannah's House Feedback Form (post to PRIVATE AND CONFIDENTIAL Hannah's House, 28 Burton Street, CANNINGTON, WA, 6107).
- Complete an online feedback form by visiting www.hannahshouse.org.au under 'Give Feedback'
- Email your feedback to info@hannahshouse.org.au

Making a Complaint

Hannah's House is committed to ensuring that all our clients and their families/carers are free to lodge grievances, to have them dealt with promptly, fairly and without fear of adverse consequences, and to have those grievances resolved if possible. All complaints will be dealt with in ways which respect your privacy and in accordance with our 'Feedback and Complaints Resolution', 'Privacy' and 'Confidentiality' Policies. Copies of these policies can be made available on request.

You can express or lodge a complaint or concern using the 'How to Provide Feedback' methods described above.

Depending on the nature of your feedback, the matter will be dealt with in the first instance by the Clinical Services Manager or an appointed senior delegate or may be passed directly to the Chairperson of Hannah's House Board of Management (Board).

If you are not satisfied by the response, you can ask for the complaint to be lodged formally with the Chair of the Board and seek an appointment to discuss your concerns.

If we cannot resolve the complaint to your satisfaction, we will provide you with information about other services who can help including the Health and Disability Complaints Office and others.



In-home care for kids with complex needs

Feedback and/ or Complaint Form

Full Name				
Date				
Email Address				
Phone Number				
Type of Feedback	Compliment	<input type="checkbox"/>	Complaint	<input type="checkbox"/>
	Suggestion	<input type="checkbox"/>	General Feedback	<input type="checkbox"/>
	Other	<input type="checkbox"/>		
What is your relationship to Hannah's House	Client (i.e. parent or carer)	<input type="checkbox"/>		
	Extended family of a client	<input type="checkbox"/>		
	Friend of a client family	<input type="checkbox"/>		
	Staff	<input type="checkbox"/>		
	Other	<input type="checkbox"/>		
Preferred reply method	Phone	<input type="checkbox"/>		
	Email	<input type="checkbox"/>		
	Postal Mail	<input type="checkbox"/>		
Address				
(Use only if you would like a response via postal mail)				
			Postcode	
Your Feedback	Thank you for taking the time to complete this form. Please attach extra pages if required.			