**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 6319 2850.
* Complete a written Hannah’s House Feedback Form (post to PRIVATE AND CONFIDENTIAL Hannah’s House, 19/171 Labouchere Road, COMO, WA, 6152).
* Complete an online feedback form by visiting [www.hannahshouse.org.au](http://www.hannahshouse.org.au) under ‘Contact Us’
* Complete the editable form over in Word, save and email your feedback to [admin@hannahshouse.org.au](mailto:admin@hannahshouse.org.au) or post as above.

**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.

**Feedback and / or Complaint Form**

|  |  |  |
| --- | --- | --- |
| **Full Name** |  | |
| **Date** | Click or tap to enter a date. | |
| **Email Address** |  | |
| **Phone Number** |  | |
| **Type of Feedback** | **Compliment** | **Complaint** |
|  | **Suggestion** | **General Feedback** |
|  | **Other** | |
| **What is your relationship to Hannah’s House** | **Client (i.e. parent or carer)** | |
|  | **Extended family of a client** | |
|  | **Friend of a client family** | |
|  | **Staff** | |
|  | **Other** | |
| **Preferred reply method** | **Phone** | |
|  | **Email** | |
|  | **Postal Mail** | |
| **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. | |
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