



FEEDBACK AND COMPLAINTS

My Coordinator welcomes all feedback, whether it is a complaint, a compliment, or a suggestion. It is important to provide feedback because it helps to improve services for me and for others.

My Participant Handbook and the website offer more information about how to provide feedback and how to get assistance in lodging feedback or escalating an issue. This form can be emailed to hello@mycoordinator.me or posted to PO Box 1026 Carlton VIC 3053.

Section A – Person(s) providing feedback.

Leave blank to remain anonymous and not requiring a response

Name: _____

Preferred contact details: _____

Name of support person: _____

Support person's contact details: _____

Section B – Type of feedback.

Complaint

Compliment

Suggestion

If the feedback relates to an individual, what is their name? _____

I would like to receive a response:

Yes

No

Section C – Details

This is what happened and how it made me feel. Include specific date or time and who was involved.



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Section D - Outcomes

I would like the following to happen (how can My Coordinator fix this or make an improvement).

Section E - Follow up notes. To be completed by My Coordinator

Section F - Administration

REF:	Staff ID:	Date Rec'd:
Status:		Date Closed:
Outcome:		