



Give feedback or make a complaint

At Adventist Senior Living(ASL), we welcome your compliments, suggestions, concerns and complaints.

Your feedback helps us improve our services and provide the best possible care and support.

We will listen to your concerns, treat you with respect, and work with you to find a fair solution. You can provide feedback confidentially or anonymously if you wish.

How can I provide feedback?

- ✓ Speaking with our staff or responsible persons
- ✓ Complete a Feedback Form and return it to us via email or post
- ✓ Email us at: feedback@adventistseniorliving.com.au

What happens next?

Once we receive your feedback, we will:

1. Acknowledge it

We will let you know we have received your feedback within 5 business days.

2. Review it

We will carefully investigate your concern and may contact you if we need more information.

3. Keep you informed

If the matter takes some time to resolve, we will keep you updated on our progress.

4. Respond

We will explain the outcome and any actions we have taken to improve our service.

Thank you

Thank you for taking the time to share your feedback. Every compliment, suggestion and complaint helps us improve the care and services we provide.



We Welcome your feedback

Date: _____

This is a Compliment Complaint Suggestion

I am a Consumer Relative Friend Staff Member Other

Location

Alstonville	Avondale	Jewells	Sugar Valley	Tweed Head	Wye Point
Self Care	Self Care	Self Care	Self Care	Self Care	Self Care
Home Care	Home Care	Home Care	Home Care	Home Care	Home Care
Aged Care Facility	Alton Lodge Avondale House				

Feedback details / issue

Suggestion

Writer's Details I Wish to Be Anonymous

Name: _____ Signature: _____

Address: _____

Contact Number: _____ Date: _____

Email: _____

FOR OFFICE USE ONLY

Feedback provided to writer Yes No

Brief summary of Outcome

Name:..... Position:.....

Signature:..... Date:.....

Approved By: Position:..... Signature:.....