

Feedback & complaints form

This is

feedback a compliment a complaint

About you

(Please note this is optional, however if you would like us to get in touch, you will need to fill this out)

Name Date

Email address

Phone number

Details of your feedback or complaint

What would you like to tell us?

Feedback or compliments: tell us about what you like, what you think we could improve or about the way we do things. The feedback and compliments you provide will be forwarded to the relevant parties.

Complaints: tell us about something that you are not happy about. If you are making a complaint, you are telling us you would like us to improve things. You can choose to be contacted and be involved in the follow-up process by including your details above.

Mercy Community service/location

Details

Please tell us what happened. If possible include the date, where you were and how you feel about it. Also, what would you like to see happen?

Send your completed form to us via email feedback@mercycommunity.org.au or post it to us at **PO Box 508 | Lutwyche QLD 4030**

Office Use Only | Once received, refer to the SOP Feedback and Complaints Management for further actions.