

FEEDBACK/COMPLAINT/ COMPLIMENT FORM

This form is private and confidential and will be stored in your personal file. Truecare Support Services encourages for you to honest and provide a true reflection on your thoughts and feelings on the services, personnel and care received. The Participant Feedback Form will only be utilised to assist Truecare Support Services on improving the concerned aspects of operations.

Date: _____

Truecare Support Services would like to thank you for taking the time to complete this feedback sheet. We will use your comments to improve our services.

Please circle the relevant questions to record your answers to the following questions:

Do the services we offer/provide meet your needs and standards? *(Please Circle)*

YES

NO

SOME

Compliment

Please thoroughly identify the areas in which is needed to be improved if for any reason you are not satisfied with Truecare support Services deliverance of care and services. (Please Circle)

Quality of Service Delivery

Overall Management and Operations

Meeting Cultural Needs

Handling Complaints/Grievances

Facilities/Environment

Safety and Well-Being

Community Participation

General Enquires and Information

What are the actions that you think that will assist in the improvements of these areas?

Please list the specific area/s and your suggestions.

How do you feel about the workers of Truecare Support Services (Please Circle)

Competent	Very Competent	Not Competent
Very friendly	Friendly	Not friendly

In what areas could the workers improve on to meet your needs? (Please Circle)

Job Expertise/Level of Skills	Cultural Knowledge and Skills
Communication and Listening Skills	Providing Access to Information
Meet Individual Needs	Privacy and Confidentiality
Behaviour and Attitudes (Time)	Efficiency (Things Done on Time)
Providing Feedback	Working With Other Relevant Agencies

Please utilise the space below to specify alternative areas that workers could improve on if it is not listed above.

What other improvements do you suggest for the operations of Truecare Support Services?

If you are seeking to discuss any additional matters that is raised in this feedback sheet, please provide the contact details of yourself.

Thank you for your time and comments in this feedback form.

Kindest Regards, Truecare Support Services Team