ANY OTHER COMMENTS?

WHAT IS THE NEXT STEP?

You (or your advocate) should speak to a senior member of the staff or the Director of Care

An alternative forum for open discussion is offered through the regular Family Forum meetings.

Should you feel an issue or concern remains unresolved you may choose to contact:

Aged Care Ouality &

Boneham Aged Care Services

HOW CAN WE IMPROVE OUR SERVICES TO YOU?

DO WE MEET
YOUR
EXPECTATIONS
?



WE WOULD LIKE TO HEAR FROM YOU!

The management and staff of Boneham Aged Care Services have a genuine commitment to providing quality services for our residents and clients.

In our pursuit of quality, we would like your suggestions as to how we can continue to improve our service to meet your needs

HOW WILL WE RESPOND?

Your views are important to us and any issues will be followed up. We will respond as soon as possible and inform you of how we are responding to your suggestion or concerns.

Please be assured that all matters will be treated with discretion.

The first step...

The first step is to speak to the staff.

Boneham Aged Care Services

FEED BACK RESPONSE FORM

Name:
Relationship to B A C S: (eg.Resident, client, relative,volunteer,other)
Phone (ontional