

COMPLAINT & FEEDBACK FORM



Richmond Wellbeing highly values feedback about the services we provide and the manner in which it is provided. If you have a complaint or any feedback, please use this form and provide us with as much information as possible.

Date:		
Your name:		Preferred method of contact:
Address:		
Phone number:		
Email:		

Relationship to Richmond Wellbeing:

<input type="checkbox"/>	Consumer	<input type="checkbox"/>	Carer	<input type="checkbox"/>	Family	<input type="checkbox"/>	Public	<input type="checkbox"/>	Stakeholder	<input type="checkbox"/>	Other:	<input type="checkbox"/>
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Type:		Which area does your Complaint relate to?			
<input type="checkbox"/>	Feedback	<input type="checkbox"/>	Administration Services	<input type="checkbox"/>	Other
<input type="checkbox"/>	Complaint	<input type="checkbox"/>	Management Services	<input type="checkbox"/>	Outreach Services (please specify...)
<input type="checkbox"/>	Item of Concern	<input type="checkbox"/>	Training Services	<input type="checkbox"/>	Residential Service (Please specify...)

<p>If you are providing a complaint, have you discussed this complaint with anyone at Richmond Wellbeing? Yes <input type="checkbox"/> No <input type="checkbox"/></p> <p>If yes, who?</p> <p>What is your Feedback or Complaint?</p>

- Please submit this form by:**
- email to Feedbackandcomplaints@rw.org.au
 - pass on to a Richmond Wellbeing Manager

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If you are unhappy with the response from RW after approaching the service, and/or lodging a formal complaint by email, phone or this form, or if you feel uncomfortable approaching the service directly you can contact the following services for assistance:

Health and Disability Services Complaints Officer (HaDSCO)

(08) 6551 7600 or free call 1800 999 057

HaDSCO is an independent state government agency providing a free impartial resolution service for complaints relating to health or disability services in WA.

Health Consumers Council of WA (HCC)

(08) 9221 7600 or Free Call 1800 620 780

HCC's Advocacy Service provide flexible, individualised support, including providing information about your health rights, helping you to get linked in with a service, attending appointments with you and assisting you to make a complaint.

Please submit this form by:

- email to Feedbackandcomplaints@rw.org.au
- by mail: Richmond Wellbeing, Feedback and Complaints, PO Box 682, Bentley, WA, 6982 or
- pass on to a Richmond Wellbeing Manager