Existing Customer Feedback Flowchart
Internal Process

Anglican care

SUGGESTION COMMENT CONCERN

COMPLETE FEEDBACK FORM & PLACE IN SUGGESTION BOX

GIVE FEEDBACK VERBALLY TO SENIOR STAFF OR MANAGER

GIVE WRITTEN FEEDBACK/FORM TO SENIOR STAFF OR MANAGER

RESOLUTION OPTION EXPERT INTERNAL REVIEW REQUEST VIA MANAGER, GENERAL MANAGER OR EDPC

IF UNRESOLVED

IN WRITING OR VERBALLY RAISE WITH GENERAL MANAGER

CONFIDENTIAL FEEDBACK DIRECT TO EDPC & EDQR, VIA INTERNAL EDPC ADDRESSED ENVELOPES FOR USE. FEEDBACK FORM ON OUR WEBSITE

External Process

1800 951 822 AGED CARE QUALITY & SAFETY COMMISSION

1800 700 600 NATIONAL AGED CARE ADVOCACY PROGRAM

1800 424 079 SENIORS RIGHTS SERVICE

13 32 20 DEPARTMENT OF FAIR TRADING (RETIREMENT LIVING ONLY)