

Your feedback provides important information on what we are doing right and what we can do better, helping us to improve our services.

Please contact us if you have:

- Compliments about your care or services
- Concerns or complaints about your care or services
- Suggestions on how to improve our services
- An experience or story about your time with Royal Rehab.

### Compliments

We welcome feedback on our service delivery and opportunities to recognise our staff and congratulate them on the service they provide. You may give compliments directly to staff or more formally through letters, email or phone. Compliments are distributed to staff personally and through notice boards, newsletters and at staff meetings.

### Concerns and Complaints

We are committed to providing high quality services and meeting your needs. We would like to hear your complaints, as only then can we act upon them to improve our services and your satisfaction.

### Your Rights and Responsibilities When Making a Complaint

- To withdraw the complaint at any stage.
- To be kept informed of all decisions and progress made.
- To be protected against any victimisation or harassment because you have raised a complaint.
- To be represented by someone else if you wish.
- To raise your complaint at the earliest possible stage and to provide staff with as much information as possible.
- To be as open and honest as you can be.
- To respect the privacy and confidentiality of others.
- To understand the instructions given to you and ask questions if you would like more information or if you are unsure about what is happening.

### How Do I Make a Complaint?

**Step 1:** Speak to a staff member. Discussing your complaint with them may resolve the issue right away.

**Step 2:** Speak to the person in charge. The Manager will address your concerns immediately and try to rectify the issue.

**Step 3:** If you do not feel comfortable talking to a member of staff or the Manager about your complaint, you may contact a member of the Executive Team or the Client Liaison Officer.

**Step 4:** Finally, you may wish to contact our Chief Executive Officer on [info@royalrehab.com.au](mailto:info@royalrehab.com.au) or mail to CEO, PO Box 6, Ryde NSW 1680.

If, after discussing your complaint with a hospital representative you are not satisfied that your complaint has been resolved, you may contact the NSW Health Care Complaints Commission on 1800 043 159 or [hccc.nsw.gov.au](http://hccc.nsw.gov.au) or Ombudsman's Office on 1800 451 524 or [www.ombo.nsw.gov.au](http://www.ombo.nsw.gov.au).

### What We Will Do

We will clarify the details of your complaint and work with you to understand the outcome that you would like, so that we can strive to provide it. We will let you know what will happen next, by whom, and within what timeframe.

Complaints are discussed at staff meetings so that we can work together to find ways to improve our services that are responsive to your needs.

### Suggestions

Do you have any ideas to improve services that you would like to share? We want to hear your ideas, priorities and suggestions.

### Would you like to share your story?

We welcome you to share your health experience and tell us what or who made your experience positive and where we can improve. Your story, with your permission, will be shared with our clients and staff.



# Tell us what you think.

We are listening, so tell us what you think, and help us improve your rehab experience.

We make an effort to fix problems at the point of service where they arise. Please use this form so that we can take action to address any issues as quickly as possible.

Following discharge from your rehab program, you will be provided with an opportunity to provide more detail on your experience via our Client Survey. If you are a Lifestyle Support client/resident a survey will be provided to you annually.

To complete the form online, please scan the code.



### Who is filling in this form?

- a client/patient/resident     a family member     a carer  
 a staff member     a staff reporting on behalf of a client/resident  
 other: \_\_\_\_\_

Your name (optional): \_\_\_\_\_

Client/Resident name (if different): \_\_\_\_\_

Unit/Service/Location: \_\_\_\_\_

TEAR OFF

**My feedback is a:**

- Compliment
- Suggestion
- Concern / Complaint

If you are making a complaint, please include information about:  
 When it happened? Who was involved? What happened? What would you like us to do in response to your feedback?

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- I give permission for my comments to be published as testimonial in Royal Rehab publications and marketing.
- I would like to be contacted about my feedback.

Phone: \_\_\_\_\_ Email: \_\_\_\_\_

**When you have completed this form you can:**

**Hand it to:** a staff member looking after you, Manager or Reception.

**Email to:** feedback@royalrehab.com.au

**Fax it to:** 02 9809 9216

**Post it to:** Royal Rehab, Reply Paid 6, RYDE NSW 1680



## How can I provide feedback?

**SURVEY** A survey will be provided to you at the time of discharge to gain information about your overall experience at Royal Rehab. For Lifestyle Support residents a survey will be provided annually.

**FEEDBACK FORM** You can provide written feedback at any time using the attached form.

**IN PERSON** You can provide feedback at any time directly to a staff member. Alternatively, you can arrange for the Client Liaison Officer to visit you whilst an inpatient.

**PHONE** Please phone the service directly. Alternatively, for Rehab Services, phone the Client Liaison Officer on 02 9808 0535.

For Lifestyle Support please phone the Client Experience Coordinator on 0423 947 636 or 02 9808 9240.

**ONLINE** Visit our website: [royalrehab.com.au](http://royalrehab.com.au) and complete the survey under the "contact us" page, [f](#) or [t](#)

**EMAIL** [feedback@royalrehab.com.au](mailto:feedback@royalrehab.com.au)

**POST** Royal Rehab, PO Box 6, Ryde NSW 1680



# Your Feedback

## Compliments, Complaints & Suggestions

We want to hear about your experience at Royal Rehab.

