

## Feedback & Complaints Form

### About this Form

In the event that you are not satisfied with the conduct of a staff member at Care Factor, we invite and encourage you to fill out the below form. We believe that it is important to know where our staff, and we as a company, are 'falling short' and not providing the best service to our clients possible. This knowledge helps us learn and become better for the future, as well as giving us the information we need to help resolve any issues that come to light.

Complaints, while necessary for growth, aren't the only thing this form can be used for, though! If you think Care Factor or one of our staff members has done something exceptional and you are really happy with your services, please let us know. Hearing the positives helps us to know what we are doing right, so we know to keep doing those things.

Once this form has been completed, it can be emailed to [carefactor.scc@outlook.com](mailto:carefactor.scc@outlook.com) or posted to PO BOX 1164, Nairne, SA, 5252. Someone from Care Factor may contact you to discuss the contents of this form once it has been received.

Participant Name:	Date of Birth:
NDIS Participant Number:	
Staff Member:	
Persons Involved or Present:	
Date:	Time:
Location:	
Nature of Incident/Event: Was your experience positive or negative? Or a combination of both?	

# Care Factor

## Support Coordination & Consultation

Description of What Occurred:

What can we do better? / What did we do well?

Is there anything in particular you would like us to do to resolve the issue, if this was a negative experience for you?

Is there anything else you would like to tell us?