

Suggestions, Compliments, Complaints and Improvements Form

DOUGHERTY

APARTMENTS

RESIDENTIAL AGED CARE FACILITY
AND RETIREMENT VILLAGE



Suggestions, Compliments and Complaints and Improvements Form

Please complete the following. Even the smallest issue is important to record.

Date ----- / ----- / -----

What is the issue, improvement, idea or concern? (include relevant dates, times & persons Involved)

What action could be taken to improve the situation?

Please circle

Issue raised & suggestion made byresident / visitor / staff / other

Office Use Only

Complaint acknowledged

Date ----/----/----

Date Reviewed:

Reference:

- ☐ Resident Dignity & Choice
- ☐ Ongoing assessment & planning with residents
- ☐ Personal care and clinical care
- ☐ Services & supports for daily living
- ☐ Service environment
- ☐ Feedback & Complaints
- ☐ Human Resources
- ☐ Organisational Governance

Summary of action taken to meet suggestion or resolve the issue/concern & prevent recurrence

Summary of Improvement/Outcome/ Result

Note: Full details of the action taken and improvement outcomes are recorded by the Complaints Officer within an Individual Complaints Tracker.

