

If you prefer, someone else can speak on your behalf, or fill in this form for you.

Family members, staff or friends are able to assist you by raising the issue on your behalf if you prefer, or if you have difficulties with reading or writing.

OTHER WAYS OF BEING HEARD:

You can raise the issue with a staff member, if you wish.

If the issue is minor or requires immediate attention, this may be the simplest option. Staff can assist you by filling in this form according to your instructions, or referring the matter to the management team.

There are external services that can assist you with a complaint.

Advocare provides a free, confidential and independent service (phone: **9479 7566**).

They can talk to you over the phone, or come out to meet you.

The Aged Care Quality and Safety Commission (www.agedcarequality.gov.au/making-complaint or phone **1800 951 882**) is a government-funded organisation that assists with making complaints.

If English is your second language...

We can provide you with information regarding complaint resolution services in other languages, and/or book an interpreter in your language of origin.

Rosewood is committed to providing care and services that consistently meet the needs of residents, in keeping with our values of:

- Professionalism
- Care
- Integrity
- Joy
- Respect
- Innovation
- Inclusion

We aim to provide a living environment that ensures quality of life by promoting dignity, self-worth, independence and respect.



ROSEWOOD
welcome home

Leederville

5 Britannia Road, Leederville, WA, 6007

West Perth

67 Cleaver Street, West Perth, WA 6005

1300 971 771 | info@rosewood.org.au
rosewoodcare.org.au



ROSEWOOD
welcome home

WE WELCOME YOUR FEEDBACK

We aim to provide an exceptional level of service.

We are very interested in hearing your comments and concerns, which help us to continuously improve our service to you.

We invite you to take a few moments to provide us with some feedback.

OUR COMMITMENT TO YOU...

We value and encourage your feedback and use it as an opportunity to improve. Any feedback will be treated as confidential. We will use the information you give us to improve our services, but we will maintain your anonymity wherever possible.

We aim to resolve complaints as quickly and amicably as we can.

If you require an interpreter in order to make a complaint, please advise the staff and one will be arranged for you through TIS (the Translating & Interpreting Service).

Name: _____
(optional)

Phone: _____

Email: _____

Date: _____

Facility: ☐ Leederville ☐ West Perth

I am a:

☐ resident

☐ family member

☐ representative

☐ staff member

☐ staff member on behalf of care recipient

Please drop this form into one of the locked boxes in various locations throughout our homes.

Feedback

[illegible][illegible]