

### Feedback, Compliments and Complaints

Easy Life Home Care is committed to providing high quality services and meeting your needs. We value your feedback – including complaints. Please let us know what we do well and where we can improve our services.

Name

Phone

Email

This is a  Compliment  Complaint  Comment

I am a  Client  Family Member  Staff Member

Client Representative  Staff Member on behalf of a client

Other \_\_\_\_\_

Please tell us about your experience at Easy Life Home Care

Please share your ideas or suggestions with us

#### Feedback, compliments and complaints can be lodged:

- directly with a staff member, either verbally or by submitting this form;
- by email to: [feedback@easylifehomecare.com.au](mailto:feedback@easylifehomecare.com.au);
- by phone on 0407 772 313; 03 97203005
- in writing to: Easy Life Home Care, 104 Canterbury Rd, Heathmont, Vic 3135; or
- anonymously, using the Suggestion Box located at Easy Life Home Care's Head Office.

Your complaint will be formally acknowledged within two working days. We aim to respond to all complaints and grievances as quickly as possible.

All feedback and complaints will be used by Easy Life Home Care to continuously improve our service delivery.

**Thank you for taking the time to provide feedback about our service.**