



Have your say

Feedback Form

SUGGESTIONS | COMPLIMENTS | COMPLAINTS

Guidelines for completing this form

This form is available for use by Royal Freemasons residents and consumers, their family members and other interested persons wishing to provide feedback to us in the form of a:

- Suggestion
- Compliment
- Complaint

Feedback is always welcome. It helps us continually improve our services.

How the process works

Your feedback is highly valued as an opportunity to improve the way Royal Freemasons provides care and services.

Start by raising any concerns you have with a staff member involved or a manager, as this is often the best way to achieve a prompt and effective resolution. If you do not feel comfortable addressing your concern with staff involved in the day-to-day care of your loved one, call 1300 176 925 and ask to speak to one of the following staff members:

- General Manager – Residential Care
- General Manager – Retirement Living
- Case Manager – Community Services

Royal Freemasons encourages you to speak up and this will only have a positive impact on the care and services provided going forward.

Have your say

You can lodge a formal complaint by using any of the following methods:

- Verbally, in person or over the phone
- Emailing **quality@royalfreemasons.org.au**
- Online at **www.royalfreemasons.org.au**
- Completing the Have Your Say form and either returning it to the facility or posting it to:

Royal Freemasons

45 Moubray, Melbourne VIC 3004

What if I am not satisfied with your response?

For Residential Care residents or Community Services (Home Care) consumers, please call the Aged Care Quality and Safety Commission on 1800 951 822. Retirement Living residents can contact Consumer Affairs Victoria on 1300 558 181.

You may also seek assistance from Consumer Affairs Victoria (CAV) or the Victorian Civil and Administrative Tribunal (VCAT) either before you lodge your complaint or if you are not satisfied with management's response.

Our commitment to your privacy.

Royal Freemasons is bound by legislation to maintain your privacy and will only disclose personal and sensitive information with your permission. For a full copy of our Privacy Policy and Privacy Collection statement, please refer to our website or ask a staff member.

Please fill in your details

NAME OF RESIDENT/CONSUMER

FACILITY/VILLAGE/ADDRESS

NAME OF PERSON COMPLETING FORM

DATE

PHONE

EMAIL

ADDRESS

SUBURB

POSTCODE

For management use only

SUGGESTION COMPLIMENT COMPLAINT

DATE RECEIVED

ACKNOWLEDGMENT BY MANAGER

ACTIONED BY VERBAL LETTER EMAIL

ACTION TAKEN

DATE

RESPONSE DATE

EVALUATION

DATE

Office use only

ENTERED ONTO COMMENTS/COMPLAINTS LOG YES NO

TAKEN TO PCI.

YES NO

Residential Aged Care

- Centennial Lodge
- Coppin Centre
- Elizabeth Gardens
- Flora Hill
- Footscray
- Moe
- Monash Gardens
- Mount Martha Valley
- Sale
- Springtime

Retirement Living

- Acacia Court
- Banksia Court
- Berwick Brae Village
- Boyd Court
- Goulburn Court
- Jacaranda Court
- Marjorie Nunan Court
- Marjorie Nunan Terrace
- Monash Gardens Village
- Murray Gardens Court

Home Care Services

- Commonwealth Home Support Program (CHSP)
- Home Care Packages
- Wellness Centre (prev. Day Therapy)

Royal Freemasons Ltd.

Retirement Living | Home Care | Residential Care

45 Moubray Street, Melbourne VIC 3004

1300 1 ROYAL (1300 176 925)

quality@royalfreemasons.org.au