



Working together

As your partner in possibility, we take your feedback and suggestions very seriously, because we're in this together. Your comments allow us to continuously improve on the services we provide to you. All feedback is greatly appreciated and will be treated with confidence.

How you can provide feedback:

- Complete the form in this brochure and return via mail in a sealed envelope to: Rocky Bay PO BOX 53 Mosman Park WA 6012
- Email a completed feedback form to enquiries@rockybay.org.au
- Give a completed feedback form to your Rocky Bay representative
- Visit the Contact Us page on our website rockybay.org.au to submit an online form
- Call us on 08 9383 6113
- Use the National Relay Service (NRS). NRS is a service for people who are deaf or have a hearing or speech impairment. Online: <http://internet-relay.nrs.gov.au>
T: 1300 555 727 TTY: 133 677
SMS: 0423 677 767

Our feedback process



Your feedback will be formally acknowledged within one working day of receipt. All feedback will be dealt with as follows:

1st Leg

Compliment or suggestion

- Your compliments will be forwarded to management and employees recognised if applicable
- Your suggestions will be considered and the outcome communicated back to you

2nd Leg

Complaint

- If your complaint cannot be resolved at the point of service, a manager will contact you within 3 days
- We will aim to respond and update you within 10 business days even if unresolved
- If you are not satisfied with the outcome you will be directed to:
- Health and Disability Services Complaints Office Independent advocates



Rocky Bay
HEALTH + COMMUNITY

your partner in possibility