

YOUR FEEDBACK

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Your
FEEDBACK IS
important
TO US



Rocky Bay

HEALTH + COMMUNITY

your partner in possibility



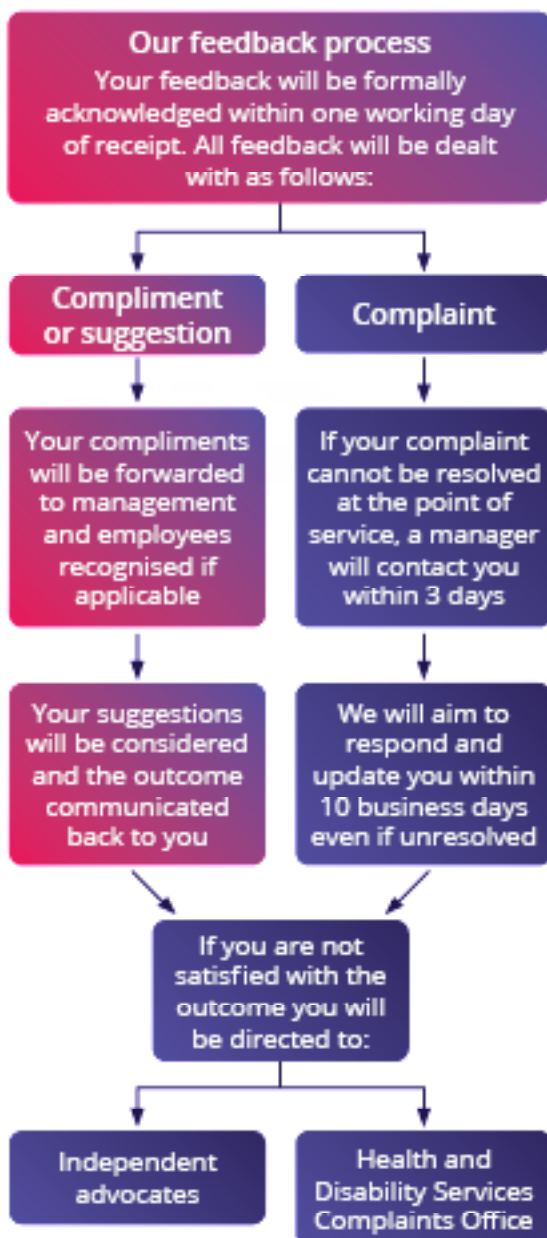
Working together

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 6912
- 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.nrsccall.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

Please tick the type of feedback you would like to provide:

☐ Compliment

☐ Complaint

☐ Suggestion

☐ Other

Please circle the business area(s) your feedback relates to:

☐ Community

☐ Supported Accommodation

For more information, or to book,
please call **6282 1900** or email
enquiries@rockybay.org.au



Registered
NDIS
Provider

Your contact details

Full name

Address

.....

.....

Phone

Email

Today's date

Please tick preferred contact method:

☐

Phone

☐

Email

☐

Mail

Your relationship to Rocky Bay

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Your feedback

Please provide your feedback below.

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If you require more space please attach a
separate page

YOUR FEEDBACK

At Rocky Bay we celebrate potential in all its amazing uniqueness. We know you are capable of incredible things, however big or small. Think of us as your partner in possibility.



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Rocky Bay

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Acknowledgement of Country



Rocky Bay acknowledges the traditional custodians of the lands on which our company is located and where we conduct our business. We pay our respects to ancestors and Elders, past and present.