



Your feedback

MercyCare wants your feedback so we can make your services better

Please let us know if you have a:

Compliment - happy with your service or an employee or volunteer

Complaint - you have a problem with your service

Suggestion - you have an idea to improve your service



When can you let us know your feedback?

Anytime, if you have a concern let us know straight away so we can help you

To read MercyCare's Service User Feedback Policy please go to:
www.mercycare.com.au/contact-us/give-your-feedback


How can you provide feedback to MercyCare?

If you need support or an interpreter to help provide your feedback please let MercyCare know

- Ask your service for a Feedback Form or go to our website and fill in our online form at: www.mercycare.com.au/contact-us/give-your-feedback
- Email or talk to your Service Manager, Coordinator or Support Worker
- Contact our Quality Services team on:

 **Email:** feedback@mercycare.com.au

 **Telephone:** 08 9442 3444

 **Post:** MercyCare, PO Box 202, Wembley WA 6913
Attention: Quality Improvement Specialist

What will we do with your feedback?



- Let you know we have received your feedback within 5 working days
- Investigate your feedback if needed
- Let you know the investigation outcome and invite you to discuss
- Look at ways to improve your service if needed
- Thank employees and volunteers when compliments are received.

We handle all personal information in accordance with the Privacy Act 1988. Please read our Privacy Policy located:

<https://www.mercycare.com.au/privacy>



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 MercyCareWA

 @MercyCareWA

 MercyCare

Every
person
matters