

Your feedback

MercyCare wants your feedback
so we can make your services better



Compliment
happy with your
service or an
employee or
volunteer

**Please let us
know if you
have a:**

Suggestion
you have an idea
to improve
your service

Complaint
you have a
problem with
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:
[mercycare.com.au/feedback](https://www.mercycare.com.au/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 fill in our online form at: **mercycare.com.au/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 Services Team

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: **mercycare.com.au/privacy**