

Your feedback

We want your feedback so we can make your services better



Please let us know
if you have a:

Compliment

You are happy
with your service
or an employee
or volunteer

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 and we can help you.

To learn about MercyCare's Service User Feedback process please go to
mercycare.com.au/contact-us/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/contact-us/feedback**
- Email or talk to your Service Manager, Coordinator or Support Worker
- Contact our Quality Services team on:



Email: feedback@mercycare.com.au



Phone: 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, as 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-policy**



MC004_0724D