

YOUR FEEDBACK



We want your feedback so we can make our services better



Suggestion

You have an idea
to improve
your service



Compliment

You are happy
with your service
or an employee
or volunteer



Complaint

You have a
problem with
your service

When can you let us know your feedback?

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

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

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

Attn: Quality Services Team

*We handle all personal information in accordance with the Privacy Act 1988.
Please read our Privacy Policy located: mercycare.com.au/privacy-policy*

