

Compliments/Complaints Form

RHealth is committed to providing a quality service but you may want to leave us some feedback. To help us improve our services and assess whether we have met your expectations please complete the following form.

Please be assured that all answers you provide will be kept **strictly confidential**.

Return the completed form to:

RHealth. PO Box 774, Toowoomba, Q 4350 or Email: services@rhealth.com.au

What service have you accessed?

What is the name of your clinician?

Compliment or Complaint (please tick one)

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We are also interested to hear general feedback. What would you like to say about this service?

If you wish to be contacted regarding the feedback you have provided above, please write your name and contact details below.

Name: _____ Email Address: _____

Phone: _____ Mobile: _____

Thank you for taking to give us feedback.

Office Use Only

Action: _____

RHealth Complaints process

RHealth is committed to providing a quality service for all clients that access our programs. Sometimes for many reasons things may not go as planned. When this happens you, as the client have the right to make a complaint and have that complaint heard.

Your Privacy

We take privacy and confidentiality very seriously. All complaints are treated with the utmost confidentiality at all times. It is important to note that there will be no record of your complaint attached to your client file.

The following process is suggested as to whom to take your complaint to initially:

1. Talk with your health professional if you feel comfortable to do so. If you don't feel comfortable or you don't feel the issue was resolved;
2. Contact RHealth who funds your health professional to provide you with a service:

In writing by completing the attached form

Email: services@rhealth.com.au

Send to:

RHealth Limited

PO Box 774

Toowoomba Qld 4350 or

Telephone: 07 4638 1377

Upon receiving your written complaint and you have provided your contact details, you will be contacted within 5 working days to discuss your complaint further.

If you are not satisfied with the outcome, please contact the General Manager of RHealth Limited on the above number.