



Longridge Aged Care want to hear your feedback so we can continue to improve.

Feedback Form

Compliment - Tell us what we do well



Complaint - Tell us about your complaint



Suggestion - Tell us what we can do better



Your Name (optional):

Your Phone (optional):

Your Email (optional):

Please do not contact me about my feedback

This Feedback Form can also be accessed via the QR code



When you have completed this form, you can:

- Place in one of the five marked feedback boxes located around the hostel
- Hand to the staff at reception during business hours, Monday-Friday, 9am-5pm
- Email to: ***hr@longridge.org.au***
- Post to: **900 Attiwill Street, Naracoorte, SA, 5271**

Alternatively, use the QR Code located on this form or the front of the feedback boxes and complete online.

What happens next?

- Your feedback and personal information will be kept confidential
- We will acknowledge receipt of your feedback within 10 working days
- We will ensure your concerns are followed up promptly - we aim to respond within 30 business days
- We will keep a record of your feedback and the outcome

We take all feedback seriously and aim to resolve concerns fairly and quickly.

What can you do if you remain dissatisfied?

If you are unsatisfied with our response to your feedback, you can contact:

Aged Care Quality and Safety Commission



1800 951 822



www.agedcarequality.gov.au/contact-us/complaints-concerns

