



CUSTOMER FEEDBACK OR COMPLAINTS

This form will guide you when providing feedback or complaints regarding our service

We value your feedback.

Our Commitment to you: Listen, Respond, Learn

The purpose of *4 Life Physiotherapy's* Complaints Management Framework is to listen to the concerns raised by people, and respond to complaints promptly, empathetically and fairly. We are committed to excellent customer service and continuous improvement.

Feedback is always welcome and helps us improve our services. This information is for anyone who wants to provide feedback or make a complaint about *4 Life Physiotherapy*, or a member of its staff.

We also want to hear from you if you think we are doing well. If you have a compliment for one of our staff, we will make sure we pass your feedback on.

How to make a complaint.

We want to understand and resolve your issue as quickly as possible. If you are unhappy with our service, or administrative actions please raise your concern with the staff member who had responsibility for managing your matter. We will listen to your concern and try to resolve it as quickly as possible. If the staff member who had responsibility for managing your matter is unable to resolve your concern to your satisfaction the next step is to contact the Practice Principals Grant Pattison and Jye McCaffrey, or our office manager, Lois Tenni.

A complaint (or any feedback) can be made by:

- Completing the Complaint Form (overleaf)
- Mailing the complaint to
Grant Pattison and Jye McCaffrey
4 Life Physiotherapy
U1, 25 Rafferty Rd
MANDURAH WA 6210
- By Email to admin@4lifephysiotherapy.com.au
- By Telephone: 08 9583 5200
- In Person at our office. To ensure the appropriate staff are available to receive your complaint, please make prior arrangements.

How we manage complaints.

Our complaints handling policy and procedures ensure that your concerns are treated seriously and are addressed promptly and fairly.

We aim to resolve your complaint about us as soon as possible and keep you informed at each stage of the process. When we receive a complaint, we carefully review the information you have provided and how you would like to see your complaint resolved. We then conduct a review of the information we hold in our records. When we respond to your complaint, we may do one or more of the following:

- take action to fix the matter or correct an incorrect application of our policies or procedures
- apologise to you
- give you more information about how your matter was managed or a further explanation of our policies or procedures
- undertake to review our practices, policies or procedures



CUSTOMER FEEDBACK OR COMPLAINT FORM

What are your Details?

Given Name(s)		Surname	Mr / Mrs / Miss / Ms / _____ (Circle)
Postal Address			
Phone	(Mobile):	(Home / Work):	
Email Address			

My Complaint is About?

- 4 Life Physiotherapy, Podiatry, Exercise Physiology, Sports & Remedial Massage
- Workscreen Medical

Individuals Involved	IF KNOWN
Does the person know you are providing this feedback?	<input type="checkbox"/> Yes <input type="checkbox"/> No

Please Describe the Issue which is of Concern to You.

We Need to Know: <ul style="list-style-type: none">• what happened• when it happened• who did it• how and when you found out about it• any other relevant information	

How would you like to see us resolve this issue?

Provide Details	

Signature		Today's Date	__/__/____
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OFFICE USE ONLY

Received by		Today's Date	__/__/____
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