



Dingley Village 3172.  
M: 0428 582 272  
E: [sue@kids-physio.com.au](mailto:sue@kids-physio.com.au)  
[www.kids-physio.com.au](http://www.kids-physio.com.au)  
ABN: 26 701 174 195  
Provider No. : 2512521A  
AHPRA Reg No. : PHY0001594717

## CUSTOMER FEEDBACK FORM

Your feedback  
What do you like most and what do you like least  
about our service?

If you have concerns about a particular event please  
tell us what happened, when and where and the  
staff members involved.

What would you like us to do?

Date: .....

### ***Improving our service***

Are we meeting your needs?

Kids-Physio is committed to providing a high  
standard of care and meeting the needs of  
customers. We would appreciate you taking some  
time to let us know what you think we do well and  
where we can make improvements.

KIDS-PHYSIO  
Ph: 0428582272  
E: [sue@kids-physio.com.au](mailto:sue@kids-physio.com.au)



### **We want to hear from you**

If you have a concern, chances are that you are not alone. Your feedback could make us aware of problems that we don't know about. So, we want to hear from you.

### **Let's talk**

Please discuss any concerns or questions you have about your treatment with your Physiotherapist. In health care, it is especially important that people understand what is happening and feel comfortable about it. You are welcome to speak to our staff if you have any issues you wish to raise. Alternatively, use the feedback form overleaf.

### **What to expect**

If you have a complaint, we will respond to it promptly and sensitively. Feedback information is treated as confidential and managed according to privacy obligations. You can play an important role in resolving the problem by providing as much relevant information as possible, such as documents and the names of staff you have dealt with. Kids-Physio investigates complaints thoroughly to know what happened and why, and ways to prevent it happening again. We will keep you informed so you know what is happening.

### **What we will do**

We will work with you to assess the most appropriate way to resolve the problem and the best outcome. We ask you to consider the outcome you would like and we will strive to provide it. We will provide you with all the facts about what happened and any strategies we have devised to improve our service as a result.

### **Improving our service**

Compliments and complaints are recorded and monitored. We are constantly working with your feedback to improve our services.

### **Taking it further**

The Health Complaints Commissioner provides independent mediation and conciliation for complaints about health care services. If the matter is serious they will refer it to the relevant licencing authority. Ph: 1300 582 113.

### **Ways to give feedback**

Please hand the feedback form to a Physiotherapist during a visit, or email it to: [sue@kids-physio.com.au](mailto:sue@kids-physio.com.au). Alternatively you can email a message, setting out your concerns, without using the form.

If you would like us to follow up your comments please provide your name and contact details.

Name.....  
.....  
Address.....  
.....Postcode.....  
Daytime Ph:.....  
Email.....

Do you need any assistance or support to give feedback?