

CAHMA Client Feedback Form

Complaints, Comments, Compliments and Suggestions.

CAHMA is interested to receive feedback from you about our service.
 CAHMA will collate the information provided in this form, both for statistical purposes
 and in order to assist in improving our service delivery.
 We would be very grateful if you could complete this form.

DATE:

TYPE OF FEEDBACK

Is this feedback a Compliment		Comments:
Is this feedback a Suggestion		
Is this feedback just feedback		
Is this feedback a Complaint		

If this is a complaint, please make sure that you fill in the back of this form.

Please rate from poor, or <u>not happy (0)</u> to excellent, or <u>very happy (5)</u> (Leave blank if not relevant)	0	1	2	3	4	5
1. How satisfied were you with the overall service you were given?						
Comments:						
2. How well were you informed of what progress was being made for you?						
Comments:						
3. How would you rate the competence of the worker assisting you?						
Comments:						
4. Were you happy with the outcome of what CAHMA did for you?						
Comments (Were we able to do or get what you wanted?):						
5. How would you rate the level of information or education provided?						
Comments:						
6. How happy were you with how our staff treated you?						
Comments:						
7. How happy were you with how quickly CAHMA provided you service?						
Comments:						
8. Is there any other service you would like to see CAHMA provide, or are there any comments you would like to make?						
Comments:						

Complaints Form

This form should be forwarded to either the manager of CAHMA at the CAHMA office,
or to the AIVL Executive Officer, both contactable via PO Box 1552 Civic 2601.

CONTACT DETAILS

This section is optional, however if you want any feedback on action taken on this matter,
we will need to be able to contact you. You may leave details for a contact person or address if you wish.

YOUR NAME:

YOUR CONTACT ADDRESS:

YOUR CONTACT PHONE No:

CAHMA has a formal procedure for dealing with complaints.

This is outlined in CAHMA's Complaints Policy paper, a copy of which is available from the CAHMA office.

If you are not happy with the outcome of this complaint, there are other channels which you can follow to pursue this complaint. These are also described in CAHMA's Complaints Policy paper.

Please describe your complaint: (If there is not enough room, please write out your complaint on a separate piece of paper and attach it to this form.)

Can you tell us how you would like to see this complaint resolved?