

Feedback and Resolution Form

Your Details (person completing form)	
Name	
Postal Address	
Email	
Phone	

If you wish to remain anonymous, please keep the above information blank. Richmind WA welcomes all feedback however if you wish to remain anonymous, we will not be able to provide you with further information in relation to this feedback.

Preferred Method of Contact	
Postal Address (written correspondence)	Phone
Email	Other:
Do you require an interpreter	
Yes	No
Your relationship to Richmind WA	
Consumer	Service Provider
Carer	External Stakeholder
Family, Friends or Significant other	Member of Public
Guardian	Richmind WA W Staff Member, student or volunteer
Other:	
Which area of Richmind WA does your feedback relate to	
Head Office/ Administration Staff	NDIS Support Coordination
Residential Services	Training and Education
Outreach Services	Diversity and Inclusion Practice
MH Connex / WAPHA Services	Property and Maintenance
NDIS	Other:



Type of Feedback:	
General Feedback	Comment
Complaint	Concern
Other:	

Your Feedback

Please tell us about your feedback so we can understand what you would like to tell us. Please provide details of who/what the feedback or complaint is about, what happened, when it happened, who was involved, and any decisions made. Please attach any further documentation you may have to support your feedback.

What is the outcome you are seeking?	
Access a Service	Disciplinary Action
Access to information	Explanation
Access to information	Alternative or Corrective Treatment
Apology	Training or Education to be provided
Change in Policy or Procedure	
Other:	



Further Information

Have you contacted another service provider or agency regarding your feedback? If so, please provide details of the person or agency and attach any correspondence (if you are willing to share this information with Richmind WA).

Person		Agency	
Email		Phone	
Postal Address			

Brief description of Information provided:

Supporting Information

Please attach any supporting documentation or information you may have.

Please tick this box to consent to Richmind WA making contact, or sharing this information, with a third party to support the resolution or outcome sought from this feedback raised.

Demographics

Your personal information will be kept confidential and used on a need-to-know basis. We may be required by legislation to provide this information to regulatory authorities, our insurers, and any necessary service providers in investigating or taking appropriate remedial action.

The demographic information can also help us know if we are missing feedback from some groups of people. It also tells us if some groups of people have a better or worse experience than others.

These questions are optional.



Age Range		
Under 18		45 - 54
18 - 24		55 - 64
25 - 34		65 years and over
35 - 44		
Do you identify as Aboriginal or Torres Strait Islander?		
Yes - Aboriginal		No
Yes - Torres Strait Islander		Prefer not to say
Yes - Aboriginal and Torres Strait Islander		
Do you identify as Culturally and Linguistically Diverse (CaLD)?		
Yes	No	Prefer not to say
Do you identify as LGBTQIA+?		
Yes	No	Prefer not to say
Which gender do you identify as?		
Female		Self-identify
Male		Prefer not to say
Non-Binary		



Thank You for Your Feedback

Please submit this form to:



Mail

Richmind WA, Feedback and Complaints, PO Box 982 Bentley, WA 6982



Email

feedbackandcomplaints@rw.org.au



In Person

Please hand this form to a Richmind WA staff member, or hand deliver to our reception at 29 Manning Road, Cannington, WA 6107



Phone

If you would like to provide verbal feedback, please discuss this with a Richmind WA staff member

Privacy

In submitting this Feedback form, Richmind WA is collecting your personal information.

The information you provide will assist us to investigate and resolve the matter and to comply with legal requirements, including those in the Privacy Act. If you wish to remain anonymous or use a pseudonym, or do not wish to provide the other requested personal information, we may be limited in our ability to investigate the complaint, to take appropriate action to resolve the issue including taking remedial action or mediation, and to discuss with you our findings and proposed outcomes. Your personal information will be kept confidential and used on a need-to-know basis. We may be required by legislation to provide this information to regulatory authorities, our insurers, and any necessary service providers in investigating or taking appropriate remedial action.

Our Privacy Policy is accessible via our website: rw.org.au/privacy-statement/

