**Feedback**

Silver Heart Care is committed to enabling positive outcomes for its participants, and encourages feedback from participants and significant others. Your feedback is important to us. It ensures your support is proved in a manner which is safe and effective, whilst respecting your goals and aspirations.

Feedback can be provided using the form below, by email to: Kay@silverheartcare.com.au or lizzie@silverheartcare.com.au .

**What happens once we receive your feedback:**

A member from our customer engagement team will contact you, to obtain further information, and to discuss your feedback provided. We aim to complete a review of your feedback, and respond within 48 hours.

Should you remain dissatisfied with our outcome, and would like to lodge a complaint with external agencies – It can be made to the NDIS; Quality and safe guards Commission Phone: 1800035544 (free call from landlines) or TTY133677, Interpreters can be arranged.

**Feedback Form**

**What type of feedback would you like to provide?**

**Your Full Name: Email:**

**Contact Phone Number:**

**What is your Feedback?**

**What steps have you taken in relation to your feedback?**

**What outcome would you like to see in relation to your feedback?**

**Preferred communication method:**

* **Email**
* **Phone**
* **Text**