

Please return this form by placing it in the suggestion box
or posting it to:

**Practice Manager
Ravenswood Family Practice
PO Box 1210 Mandurah WA 6210**

You can contact the Practice Manager by:

**Telephone: (08) 9582 4998
Fax: (08) 9582 4997
Email: manager@ravenswoodfamilypractice.com.au**

This document is available in alternative formats upon request.

Would you like someone to call you?

☐

Yes

☐

No

Name:

Address:

.....

Telephone:



Customer Feedback Form

- **Suggestions**
- **Compliments**
- **Complaints**

What do we do well?

What could we do better?

We value your feedback

Ravenswood Family Practice

4 / 60 Lloyd Avenue, Ravenswood 6208

Phone (08) 9582 4998

Fax (08) 9582 4997

Doctor Visited:.....

Date and Time:.....

☐ Compliment

☐ Complaint

☐ Suggestion

☐ Other (detail below)

Please write your comments below:

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Optional: help us to improve by rating the following:
(Please mark the box next to your chosen response)

1. The level of ease in booking your appointment.

☐ excellent ☐ good ☐ average ☐ poor ☐ very poor

2. The waiting time for your treatment or appointment.

☐ excellent ☐ good ☐ average ☐ poor ☐ very poor

3. The way you were included in making decisions about your treatment.

☐ excellent ☐ good ☐ average ☐ poor ☐ very poor

4. The care or treatment you received from staff.

☐ excellent ☐ good ☐ average ☐ poor ☐ very poor

5. The way staff communicated with you.

☐ excellent ☐ good ☐ average ☐ poor ☐ very poor

6. The level of respect you received from staff.

☐ excellent ☐ good ☐ average ☐ poor ☐ very poor