



# Feedback form

## Template



### Feedback forms are one of the most common ways residential services ask for feedback.

Many services have feedback forms available:

- in or outside dining areas
- at the front desk
- at resident meetings.

Services use the feedback they get from the forms to work out what to cover at resident meetings, such as food focus groups. They also keep copies of the forms in their feedback register as proof of how they ask for feedback.

You can use this template as another way for residents to provide feedback.

Some residents may prefer to give their feedback in writing because they:

- have difficulty communicating
- aren't comfortable speaking in front of a group
- want to provide feedback anonymously.

You can collect the completed forms through:

- a comment box
- a staff member
- a member of the food focus group
- a 'Food Champion' or 'Dining Room Ambassador'.

Some services choose a person to oversee the food service in the dining areas. They help by talking to residents about their mealtime experience and sharing feedback with management.



**Phone**  
1800 951 822



**Web**  
[agedcarequality.gov.au](http://agedcarequality.gov.au)



**Write**  
Aged Care Quality and Safety Commission  
GPO Box 9819, in your capital city



# Feedback form

<b>Name:</b>		<b>Date:</b>	
<b>OR</b> Tick this box if you wish to be anonymous			
<b>If you would like help to fill in the form</b>	Feedback taken by:		
	Staff	Staff title:	
	Family representative or carer		
	Food champion or Food focus group representative		
	Other:		
<b>Concern, feedback or suggestion</b>			
<b>Would you like a response?</b>		Yes	No
<b>Signature</b>		<b>Date:</b>	
<b>For office use only</b>			
<b>Staff name, title, department:</b>			
<b>Response</b>			
<b>Signature</b>		<b>Date:</b>	