

## *Compliments Comments & Concerns*

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**At San Carlo our aim is to provide a high standard of service to everyone.**

Your feedback is important because it helps us to ensure that we are providing the best care and service possible.

You may want to provide feedback via:

1. Complimenting on a particular service or staff member.
2. Commenting on how we can improve our services.
3. Raising a Concern about a service, treatment or care.

**We care about your privacy.**

All Concerns will remain confidential. The information you provide will be used to address your concerns and will be disclosed only to the relevant personnel.

*Thank you for your feedback*

### **The feedback procedure:**

1. A thorough investigation will be undertaken should you have a concern. You will receive acknowledgement that we have received your concern and then a response will be prepared to outline any actions taken.
2. If you remain concerned that your issue has not been handled to your satisfaction or resolved you may contact **Rhonda Joiner CEO, a member of our Senior Management Team or the Nurse in Charge at San Carlo Homes for the Aged 970 Plenty Road, South Morang, 3752 Ph: 9404 1490 Fax: 9404 4390**
3. If your concern remains unresolved to your satisfaction you may wish to contact the **Aged Care Quality and Safety Commission Ph: 1800 951 822**



**San Carlo Homes for the Aged  
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*We appreciate and  
welcome your feedback*

