

Compliments and Suggestions Form

About this form

Think Mental Health strive to provide a quality service which is timely, effective and respectful. We value both negative and positive feedback to help us continue to improve our service and better meet your needs. This form can be used to:

- Provide a compliment or other types of positive feedback on our service;
- Offer suggestions for ways our service could be improved.

If you wish to make a complaint regarding a service provided, a separate form is available on the website entitled 'Complaints Form'.

Please submit the completed form and send it to us by email to reception@thinkmh.com.au or in hard copy to the reception team.

Information about your service
What is the name of the Service?
What was the general nature of the service you received (please tick all that apply): ☐ Information and support ☐ Intake process – IAR & resources/referrals ☐ Care co-ordination ☐ Clinical Services – individual or group ☐ Wellbeing Services – individual or group
If you did not receive a service, what is your interest in the Service? ☐ Carer or family member of someone who received a service ☐ Service provider from another organisation ☐ Community member ☐ Other
Compliment
Please tell us what you liked about our service
Suggestion

Please outline your suggestion(s) below.

Contact details for further information about your suggestion or compliment
(Optional)

From time to time, the Service seeks more detailed input and ideas from service users to help review our service model, or to inform new service options. If you would be interested in providing further feedback and suggestions to help us improve our service, please provide your:

- Name
- Email and or phone number
- Issue of particular interest
- Any other information on how you would like to be contacted.

What happens next?

The Service will keep de-identified, summary feedback received from these forms on a database to inform our continuous quality improvement process. If you have indicated you would be happy to provide further input to us on your suggestion or compliment, we will keep your details for this purpose only and may be in touch.

Privacy statement

We value your privacy at the Service, and personal health information is treated with confidentiality and respect, in line with National Privacy Legislation.

Further information about our commitment to protecting confidentiality of consumer information is available within our Confidentiality and Consent Policy, available on the website.

Thank you for taking the time to provide your feedback.

