

FEEDBACK FORM

We are committed to providing high quality care and services to meet your needs, and we value your feedback. Please let us know what we do well, and/or where we can improve our services.

Type compliment complaint suggestion

You are a resident care recipient prospective

staff member family member service provider

Your Feedback

Your Contact Details

You can submit this form anonymously if you wish but if you would like an update on your feedback, please provide a way to contact you.

Name _____

Phone or Email _____

Date _____

Village _____

Unit Number _____

Thank you for taking the time to provide feedback about our service. Please place your completed form in the drop box located at reception.

WE ARE HERE TO HELP

You can contact us for information, advice, or to make a complaint.
If we are unable to help you, we may be able to tell you who can.

Our Commitment

Baldwin Living follows the principles of the Aged Care Quality Safety Commission (ACQSC) Open Disclosure Framework. This means that we are committed to open, honest, and timely information sharing with our residents and clients.

We are signatory to the Retirement Living Code of Conduct and are committed to meeting and exceeding the Australian Retirement Village Accreditation Scheme (ARVAS) standards.

Have your say about:

- The care or services provided by our staff.
- The care or services provided by our care agencies.
- The conduct of your village neighbours.
- The quality of your village facilities.

Contact your Village Team

We encourage you to engage in a constructive manner with your Village Manager or Care Partner about your feedback. To get in touch, please see village reception.

Contact our Head Office

Call: (02) 9144 1588

Email: admin@baldwinliving.com.au

Mail: Baldwin Living PO Box 240, Mona Vale NSW 1660