

FEEDBACK, COMPLIMENTS AND COMPLAINTS FORM

Feedback, compliments, and complaints, provide us with valuable information about your satisfaction with our services. Feedback is taken seriously by HAPPY DAYS CARE SERVICES and is seen as an opportunity for improvement. Please let us know what you think.

This is a:

Comment/Feedback:

Compliment:

Complaint:

I am a:

Participant:

Family Member:

Staff Member:

Staff member on behalf of a participant:

Participant Representative:

Other:

Please tell us about your experience at HAPPY DAYS CARE SERVICES.

Please share your ideas or suggestions with us.

Would you like us to follow up with you on your feedback?

Yes:

No:

If yes, please provide your details below:

Full name:

Phone:

Email:

Date: /..... /.....

Feedback, compliments, and complaints can be lodged:

- Directly with a staff member, either verbally or by providing a completed feedback, compliments, and complaints form.
- By placing a completed feedback, compliments, and complaints form in the suggestion box.
- By email to: info.happydayscareservices@gmail.com

Your complaint will be formally acknowledged within 2 business days. We aim to respond to all complaints and grievances as quickly as possible, and within 28 working days from acknowledgement. If a complaint cannot be responded to in full within 28 days of acknowledgement, you will be provided with an update, which will include when a full response can be expected. All feedback and complaints will be used by HAPPY DAYS CARE SERVICES to continuously improve our service delivery.