



Carewest

Resident/Client and Family Feedback Form



Resident/Client and Family Feedback

At Carewest, we strive to provide services that achieve clients' satisfaction and positive outcomes that promote quality of life.

- **We value client choice and independence.**
- **We aim to provide an environment that supports quality improvement and customer service.**

You can help us improve our service by telling us what we're doing well and where we should be making improvements. Please use the form below.



I would like to make you aware of the following (check one box):

- Concern/Complaint Bouquet/Compliment Suggestions for Improvement

SITE / PROGRAM: _____

Please tell us what happened, who was involved and when it took place:

Your name (please print clearly): _____ **Date:** YYYY/Mon/DD _____

Contact Information (i.e. phone number, e-mail): _____

Resident / Client Family Member Other: _____

Please return the completed form to the Client Service Manager of the unit or the site receptionist. Thank you!

Office Use Only

Form Tracking Number _____

Staff member receiving feedback: When the required documentation below is completed, signed and dated, forward this form to the appropriate Manager/Director within two working days.

Signature: _____ **Date:** _____

Manager or designate determines need for further investigation

Investigation required: _____ **Yes** _____ **No**

Findings of Investigation (if identified as yes): _____

Actions Taken (and completion dates): _____

Signature: _____ **Date:** _____ YYYY/Mon/DD

Follow-Up Communication with person who initiated feedback (action/date): _____

Signature: _____ **Date:** _____ YYYY/Mon/DD

*Please refer to the Guidelines for Managing Feedback in your Resident/Client and Family Feedback binder for information about processing forms.

Follow up by Director if required (this tracking form is to be documented on Excel file for quarterly reporting): **Level I** _____ **Level II** _____ **Level III** _____

Signature: _____ **Date:** _____ YYYY/Mon/DD

May 2019