



# Participant Feedback Form

Date: \_\_\_\_\_

Thank you for taking the time to complete this feedback sheet. We will use your comments to improve our services. This is a confidential document and names are not required.

**Please tick the relevant box to record your answers to the following questions:**

**Do the services we offer meet your needs?**

- Yes       No       Some

**If your needs are not being met, what areas do we need to improve?**

- |   |  |
|---|--|
| <input type="checkbox"/> Quality of service delivery      | <input type="checkbox"/> Overall management and operations |
| <input type="checkbox"/> Meeting cultural/religious needs | <input type="checkbox"/> Handling complaints/grievances    |
| <input type="checkbox"/> Facilities/environment           | <input type="checkbox"/> Safety and well-being             |
| <input type="checkbox"/> Community participation          | <input type="checkbox"/> General enquires and information  |

**What do you think we can do to improve in these areas?**

**Please list the specific area/s and your suggestions.**

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**How do you feel about the staff in our organisation?  
Tick one or more boxes.**

- Competent       Very Competent       Not Competent
- Very friendly       Friendly       Not friendly

**In what areas could staff improve to meet your needs?**

- Job expertise/level of skills
- Cultural/religious knowledge and skills
- Communication and listening skills
- Providing access to information
- Meet individual needs
- Maintaining privacy and confidentiality
- Behaviour and attitudes
- Efficiency (things done on time)
- Providing feedback
- Working with other relevant agencies

**If an area is not listed above, use the space below for other suggestions.**

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**What other improvements do you suggest for our organisation?**

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If you would like to discuss any matters raised in the feedback sheet, please provide your name and contact number in the space below.

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*Thank you for your comments.*

Our Feedback Form can now be completed online. Scan the QR Code below to complete the online Feedback Form and it will be sent directly to our Quality team.

