Name	
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Address.....

Phone (H)
Mobile
E-mail

PLEASE EMAIL, FAX OR POST THE COMPLETED FORM TO:

FERTILITY SOLUTIONS SUNSHINE COAST

Attention Clinic Manager Nucleus Medical Suites, Building B, Suite 22, 23 Elsa Wilson Drive, Buderim QLD 4556

Fax: 07 5441 7312

Email: enquiries@fssc.com.au

OR

FERTILITY SOLUTIONS BUNDABERG

Attention Clinic Manager

Woongarra Suites

89 Woongarra Street West Bundaberg

QLD 4670

Fax: 07 41 529777

Email: Bundaberg@fssc.com.au

FERTILITY SOLUTIONS SUNSHINE COAST & BUNDABERG

CUSTOMER SERVICE

If you have any comments regarding aspects of your treatment or care, or would like more information, please feel free to contact us.

Our Values Statement emphasises our desire to provide the best information and care for you, our patient. We value feedback both positive and constructive.

Sometimes our care may not be what you expect. If this occurs, we encourage our clients to contact our Clinic Manager so that any concerns can be addressed in the appropriate manner.

OUR VALUES

Fertility Solutions is dedicated to the highest standards of clinical care for people concerned about their infertility. We will maintain an international reputation for excellence in assisting people to achieve their aim of having a healthy child and for developing and promotion knowledge about disorders of human reproduction.

Fertility Solutions is dedicated to values which include:

- Promotion of the best practices in reproductive medicine.
- Continually striving for excellence
- Fostering research of the highest standard; and
- A commitment to a multidisciplinary team approach.

Fertility Solutions values any opinion you have regarding our services.

FERTILITY SOLUTIONS

FEEDBACK FORM

Would you like to comment about the service received?

We appreciate you raising concerns or providing us with positive feedback too

Your Comment(s) can and do make a Difference



Version 4 Revised February 2017

What To Do When You Have A Comment

This form may assist you in writing down your feedback. We appreciate your feedback be it around a concern or you would like to thank someone for their service.

Before writing your feedback, think through your comments and make sure you have everything clear in your mind. It may help to write a list (use the form inside this pamphlet as a guide)

Consider including,

- A concise summary of what happened, names, dates, times
- Exactly what it is that you wish to comment about
- Any issues which you feel are a direct result of what happened; a
- What you would like to happen in response to your comments

If the contact is a result of a concern, successful resolution is more likely if you are realistic about your desired outcomes.

We appreciate the effort taken in letting us know of your thoughts so we can provide positive feedback to those concerned or see it as an opportunity for improving our care of you and others.

Written feedback will be responded to within 10 business days of being received.

Feedback -

If there is not enough space, please attach extra pages

Feedback cont -