

## Consumer Feedback Form

### Section One – General Feedback

Please complete this section of the form if you would like to provide general feedback in relation to PCQ's performance. Feedback can be positive or negative.

PLEASE INDICATE THE ASPECT OF PCQ'S OPERATION THAT WOULD YOU LIKE TO COMMENT ON?			
<i>PLEASE CIRCLE</i> <b>OPERATIONS</b>	<b>STRATEGIC PLANNING</b>	<b>SERVICE DELIVERY</b>	<b>OTHER .....</b>
<i>PLEASE WRITE YOUR FEEDBACK HERE</i>			
PLEASE INDICATE YOUR RELATIONSHIPS TO PCQ BELOW			
<i>PLEASE CIRCLE</i> <b>PCQ MEMBER</b>	<b>HEALTH PROFESSIONAL</b>	<b>GENERAL PUBLIC</b>	<b>OTHER.....</b>

Please read below for information about how to return this completed form to PCQ.

### Section Two – Complaints

Please complete this section if you would like to make a formal complaint in relation to any aspect of PCQ operations, including a complaint regarding the performance of a PCQ staff member or volunteer. Complaints that do not include the name, address and contact telephone number of the complainant will not be processed.

COMPLAINANT DETAILS					
<b>TITLE</b>		<b>NAME</b>			
<b>STREET ADDRESS</b>					
<b>SUBURB</b>		<b>STATE</b>		<b>POSTCODE</b>	
<b>TEL (H)</b>		<b>TEL (M)</b>		<b>EMAIL</b>	
COMPLAINT DETAILS					
<i>PLEASE USE THIS SPACE TO WRITE AS MUCH INFORMATION AS POSSIBLE ABOUT THE REASONS FOR YOUR COMPLAINT. IF YOUR COMPLAINT RELATES TO A PARTICULAR INCIDENT, PLEASE INCLUDE THE LOCATION, DATE AND TIME OF THE INCIDENT, AND THE NAMES OF ANY PCQ STAFF OR VOLUNTEERS INVOLVED. PLEASE ATTACH A SEPARATE PIECE OF PAPER IF YOU REQUIRE MORE SPACE.</i>					

Thank you for taking the time to complete this form, someone from PCQ will contact you shortly. All complaints are responded to within two business days, and all complaints are referred to the Management Committee of PCQ for investigation. Information about complaints is reported to Queensland Health.

**Please forward complaints to the CEO, Palliative Care Queensland:**

**Mail**  
PO Box 437  
Virginia Qld 4014

**Fax**  
(07) 3633 0086

**Email**  
[enquiries@palliativecareqld.org.au](mailto:enquiries@palliativecareqld.org.au)