

Feedback and Complaints Form

NHT values feedback from members and other stakeholders. This form is to record compliments, suggestions or issues raised by members or other stakeholders relating to NHT. Please note, any feedback or complaints relating to member organisations need to follow the policy and procedures of the relevant organisation.

Person Providing Feedback

Name:	Date:
Address:	
Phone Number:	Mobile:
Email:	
Relationship to NHT (member, community member, service provider):	

Feedback

<input type="checkbox"/> Compliment	<input type="checkbox"/> Complaint	<input type="checkbox"/> Suggestion
Please provide details of your feedback; a description of the issue(s), things we are doing well, or your suggestions for improvement.		
What outcome would you like to see?		

<p>If this feedback is a complaint, have you already taken any steps to try to resolve the situation?</p>	
<p>Any other relevant information?</p>	
<p>Do you require any additional support for this process? For example, wheelchair access, interpreter, childcare (indicate times), visual/hearing disability, assistance to put things in writing etc.</p>	
<p>Signed:</p>	<p>Date:</p>

Follow Up

<p>Feedback Received by:</p>
<p>Follow up required (add additional pages if more room required).</p>
<p>Follow Up Actions Completed Date:</p>
<p><input type="checkbox"/> Feedback Provider notified of outcomes, and issue resolved.</p>

Closure

<p>Closed by:</p>	<p>Date:</p>
<p><input type="checkbox"/> Details recorded in <u><i>Feedback Register</i></u></p>	