



If you have a complaint or concern which you feel has not been addressed by SEC Care or if you wish (for any reason) to discuss a matter with an external party, the following agencies are available for your assistance:

- Aged Care Complaints Scheme – 1800 550 552
- Aged Care Commissioner – 1800 500 294
- Commonwealth Ombudsman – 1300 362 072
- Advocacy Tasmania – 1800 005 131.

SEC Care values your feedback. We encourage all kinds of feedback, including compliments and suggestions for improvement. All comments assist in evaluating our services and ensuring our Organisation remains the best it can be.

Thank you for taking the time to complete and return this form

South Eastern Community Care

Office hours

Monday – Friday – 8:30am – 4:30pm

Contact details

Address – 12 Somerville Street, Sorell TAS 7172

Phone – (03) 6269 1200

Fax – (03) 6269 1208

Email – mail@secommunitycare.com.au

Website – www.secommunitycare.com.au

“Helping our communities enjoy the life they want to live.”



Feedback form

“I have a comment”

Quality Flexible Care



My Details:

Name: _____

Address: _____

Telephone: _____

Email: _____

I am a (circle one) Client / Relative /
Friend / Staff / Volunteer / Other

Signature: _____

Date: _____

My Comments:

*(please attach pages if you do not have enough
space on this form)*

Office Use Only

Date Received: _____

Logged: _____

Referred to: _____

**To be completed by Manager/ person investigating
or receiving feedback:**

- Forward a copy of feedback to appropriate staff (if required)
- Describe outcome of investigation
- Summary to Q&S meeting
- Return completed form to administration for records

Signature: _____

Date: _____