

WHAT WILL WE DO WHEN WE RECEIVE YOUR FEEDBACK?

Whether your feedback is a complaint, a suggestion,
or a compliment, you can trust that we will take it
seriously and handle it with care.

In line with our policy;

FOR COMPLAINTS AND SUGGESTIONS

- We will initiate a thorough investigation into the issue or suggestion you've raised.
- Our commitment is to address and resolve complaints promptly and effectively.
- You can expect regular updates on the progress we are making in addressing your feedback.
- We will maintain a record of the steps taken to address the issue or implement the suggestion.
- If the feedback is a complaint or a suggestion, we will investigate the issue and address it, and keep in touch with you about what we are doing. We will also be tracking our progress and recording what is being done.

FOR COMPLIMENTS

- Your compliment will be documented and collated to report to our Executives and Board
- We will ensure it reaches the individuals or teams involved.
- Your words of praise serve as motivation and recognition for our dedicated staff.

WHAT DO I DO WITH THIS FORM?

- Place the completed form in the Feedback Box located at any of our GP clinics.
- Scan and email back the completed form to admin@carbal.com.au
- Place it in an envelope and post to:

Quality Manager
Carbal Medical Services
PO Box 1879, Toowoomba Qld 4350

WE APPRECIATE YOUR
FEEDBACK AND THE VALUABLE
OPPORTUNITY IT PROVIDES TO
ENHANCE OUR SERVICES.

CONTACT US

carbal.com.au
admin@carbal.com.au
1300 379 558

Dec_2023



FEEDBACK FORM



ACCESS THE ONLINE
FEEDBACK FORM

This form is to assist you in making suggestions or giving feedback about the service you receive at Carbal Medical Services.



Contact Details

Date:	
Name:	
Address:	
Email:	
Preferred Contact Number:	

☐ Do you feel culturally safe at Carbal. If not, please make improvement suggestions

Feedback Details

What are the details of the feedback?		
What would you like to see happen? What is your desired outcome?		
Has this issue been raised before:	Yes:	No:
If yes, with whom was it raised?		

We appreciate your feedback and the valuable opportunity it provides to enhance our services.

Office Use Only

Date Received		Entered into Register	
Signature		Date	