



## Client Relations Unit

### SA Dental

GPO Box 864

Adelaide SA 5001

Ph: (08) 7117 0052

Email: HealthSADSPublic@sa.gov.au

www.dental.sa.gov.au

# Consumer Feedback and Complaints Form

## I would like to (✓)

Date: .....  
(Day/Month/Year)

- ☐ compliment SA Dental
- ☐ make a suggestion to SA Dental
- ☐ make a complaint about SA Dental

☐ On behalf of myself ..... UR no: .....  
(my date of birth) (if known)

.....  
(my first name) (my family name)

My address ..... Postcode .....

My daytime phone number ..... My email address .....

☐ I am Aboriginal or Torres Strait Islander

☐ On behalf of someone else ..... UR no: .....  
(their date of birth) (if known)

.....  
(their first name) (their family name)

Their address ..... Postcode .....

☐ They are Aboriginal or Torres Strait Islander

Has the person who wants to provide feedback given you permission to do so on their behalf?

- ☐ Yes, I'm the person's .....  
☐ No (your relationship to this person - e.g. parent, friend, partner etc.)

My name ..... My daytime phone number .....

My address .....

My email address .....

## Clinic Information

To which clinic does the feedback relate .....  
(name of clinic/s)

When did this situation occur .....  
(date)

Who were the staff involved? .....  
(name(s) of staff involved and their position(s)- if known)

## Summary of my (✓)

- ☐ compliment  
☐ suggestion  
☐ complaint

### What would you like us to know &/or consider?

[illegible]

**Once you've completed this form, you can**

- > leave it with staff at your local clinic
- > email it to [HealthSADSPublic@sa.gov.au](mailto:HealthSADSPublic@sa.gov.au)
- > post it to the Client Relations Unit, SA Dental, GPO Box 864, Adelaide SA 5001

Clinic contact details are available on our website: [www.dental.sa.gov.au/find-a-clinic](http://www.dental.sa.gov.au/find-a-clinic)

**Privacy** - To make sure our clients receive the best possible care, we often need to gather and keep sensitive and private information about them. Everyone who works and volunteers for SA Dental must keep information private under federal law and follow the SA Health Privacy Policy Directive available at [www.sahealth.gov.au](http://www.sahealth.gov.au)

**Confidentiality** – To assist with providing a response to your feedback, SA Dental staff may request consent to access the SA Dental records of the person this feedback refers to.

**Thank you for taking the time to provide us with this information.  
Your feedback will help us to review and improve our services.**