



Consumer Feedback and Complaints Form

I would like to (✓)

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

Date:
(Day/Month/Year)

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?

(Please add more pages if needed)

Once you've completed this form, you can

- > leave it with staff at your local clinic
- > email it to 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

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

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.**