



Banksia Village Complaint & Feedback Form

We value your feedback – including complaints. Please let us know what we do well and where we can improve our services.

Feedback can be provided to us in the way that is easiest for you.

You may wish to complete this form and return to Banksia Administration office.

Alternatively, you can also speak to us in person or contact us via phone or email. Please contact our Village Manager on phone 02 4471 6031 or email heidi.pendlebury@banksiavillage.com.au.

Your name:	Date:
Email:	Phone number:
Person providing feedback: please tick	
<input type="checkbox"/> Resident <input type="checkbox"/> Relative/representative <input type="checkbox"/> Prospective resident <input type="checkbox"/> Other	
Your Feedback: please tick	
<input type="checkbox"/> Suggestion <input type="checkbox"/> Complaint <input type="checkbox"/> Compliment <input type="checkbox"/> Other	
Response: please tick	
<input type="checkbox"/> I would like a response <input type="checkbox"/> I don't need a response <input type="checkbox"/> Please contact me to discuss	
Detail: please detail your feedback here or attach to form:	

We will acknowledge your feedback within 5 business days. We will aim to investigate your complaint and provide a prompt response. Some matters are more complex and can take longer to sort out, if that happens, we will keep you informed of our progress. For further information, please refer to our Village Complaint and Internal Dispute Resolution policy.