

SUGGESTIONS and GENERAL FEEDBACK are most welcome.

COMPLIMENTS are very much appreciated and are passed on to staff as appropriate.

COMPLAINTS are an opportunity for us to reflect on our services and to improve them. If you have a complaint, it will be addressed through our complaints procedure.

There are several ways that you can give us your feedback, including:

- Verbally by talking to our staff or calling us on 06 356 6606 where we will be able to direct you to the most appropriate person.
- Email: feedback@arohanuihospice.org.nz
or via our website:
www.arohanuihospice.org.nz/contact-us/
- Using the feedback form in this brochure which can be posted to us or placed in the feedback box in the IPU Patient lounge.
- If preferred, please write us a letter.

In some cases we may need to contact you to ask for further information. Information you share with us is treated in the strictest confidence. We appreciate your feedback and thank you for your time in communicating with us.



We appreciate you taking the time to give us your feedback

Who is the feedback from? (preferred but optional)

Name:

Address:

Telephone Number:

Email:

Person your feedback is addressed to (if known):

Name:

Please give us your feedback, compliment or complaint:



Suggestions, Feedback, Compliments and Complaints



Arohanui Hospice is committed to providing quality care and welcomes feedback about our service

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