

Recognising good work

There is nothing quite as motivating as receiving a kind word. In fact, when someone compliments one of our staff members it helps us to recognise that employee appropriately.

So, if you've experienced outstanding service, please let us know so we can pass it on.

Do you have a comment, compliment or concern?

No matter what the issue is, we want to hear about it.

Our passion is helping people get the most out of life. With your help we can continue to make a difference in people's lives.

Your feedback is valued and we appreciate that you raise your concerns with us.

By giving us your feedback you can help us understand what we do well and what we need to do better.

“

We want to hear from you about how we're doing.

Tell us about it.

”

How to contact us:

attention:

Quality Manager
CCNB Ltd

Level 1 Pittwater Place
10 Park Street

Mona Vale NSW 2103

☎ 1300 002 262

✉ ccnb@ccnb.com.au

💻 www.ccnb.com.au

Translation and interpreting Service (TIS)
131 450

National Relay:

TTY / Voice Calls 133 677

Speak and listen 1300 555 727

thankyou.

ccnb.
community care + well being

We Want Your
Feedback

*are we meeting
your expectations?*

Tell us about it.

Comments, compliments and concerns are important to us.

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community care + well being

We're committed to highest standards

We are dedicated to providing you with the best level of service. Even with the greatest effort and best intentions, sometimes mistakes occur. When this happens, we want to hear about it. That way we can rectify any problem as quickly as possible and restore your confidence in our service.

We take all feedback seriously and want to understand how we can best deliver services to you.

How to give feedback

In the first instance, you are welcome to speak directly to our staff if you have a concern you wish to raise.

If you would like to take your feedback further, contact our Quality Manager in writing, by email or telephone. (see Contact Us). Or use the Tell us about it form available from our front desk or website.

What to expect

If you have a concern, we will respond promptly and sensitively. We will treat your concern in confidence and respect your privacy.

You can help us by providing as much relevant information as possible. We will investigate to understand what happened and why. And we will find ways to prevent it from happening again.

We will keep you informed and work with you to assess how best to resolve your concern.

What we do with your feedback

Comments, compliments and concerns are discussed at staff meetings.

We work together to find ways to improve our service and keep staff and clients informed of what has happened.

Diversity and Inclusion

We strive to be respectful to individuality and diversity. Including people from multicultural or Indigenous communities, or who are lesbian, gay, bisexual, transgender or intersex. If we have fallen short, please let us know.

Your feedback could make us aware of problems that we don't know about!



Still not happy?
In the unlikely event that the matter cannot be resolved with us directly, you can seek assistance from the following organisations >>>



NSW Health Care Complaints Commission
☎ 1800 043 159
www.hccc.nsw.gov.au

Aged Care Complaints Commissioner:
☎ 1800 550 552
www.agedcarecomplaints.gov.au

Commonwealth Ombudsman
☎ 1300 362 072
www.ombudsman.gov.au



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