



## **We Welcome Your Feedback**

As part of our commitment to open communication and continuous improvement, we encourage our clients to provide constructive feedback (whether positive or negative) on our services.

Clients can provide feedback, formally or informally, to their key contact at Interact Speech Pathology. Alternatively, the following feedback form can be completed and given to our reception team, or emailed directly to Caitlin Jolly, Interact Speech Pathology's Director, at [caitlin@interactsp.com.au](mailto:caitlin@interactsp.com.au). If you wish to submit a client feedback form anonymously, please submit it via our lockbox which is located in the corridor of our clinic waiting room.

All feedback received will be recorded by Caitlin Jolly, and appropriate consideration and/or action taken in relation.

Where appropriate, Interact Speech Pathology will advise the person/s providing the feedback with information regarding the action and/or outcomes taken and achieved by Interact Speech Pathology in relation.

### **Client Feedback Form**

- a) What service/s is Interact Speech Pathology currently providing to your child, or have provided in the past?

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- b) Overall, are you satisfied with the service provided to you by Interact Speech Pathology?

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c) How well does your Speech Pathologist support you in understanding and nurturing your child's communication therapy journey?

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d) Do you have any grievance or concern in relation to Interact Speech Pathology? Please give us more information.

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e) From your perspective, how can Interact Speech Pathology improve their service to you and/or other clients?

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f) Would you recommend Interact Speech Pathology to others you know? Why / why not?

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g) Do you have any additional comments or suggestions you would like to make?

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Parent/caregiver name & signature OR write 'Anonymous'

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Date

**Thank you for your valued feedback!**