



**acumen
health**

our focus. your recovery.
a generation health business

Client Feedback

Acumen Health is a Generation Health business. Acumen aim to achieve customer satisfaction at all times. We appreciate all feedback regarding our services, and use this feedback to celebrate our success, reward and recognise our staff, and improve our approach and services. Whilst we aim high, we appreciate that we may not always achieve customer satisfaction.

If you wish to give feedback regarding the quality of services provided, you can contact us in writing, electronically or via telephone. Friends, family and other organisations may also contact us on your behalf; in these circumstances Acumen will continue to protect the privacy of your personal and/or sensitive information.

We will always deal with your feedback in a transparent, equitable, objective and unbiased manner. All genuine feedback will be taken seriously. We will acknowledge receipt of expressions of dissatisfaction in writing or via telephone within 24 hours of receipt. We aim to resolve or refer any issues of dissatisfaction within 5 working days. Your privacy and anonymity will be maintained (where requested) and there is no charge for the feedback process.

All expressions of satisfaction will be reviewed and communicated accordingly. All expressions of dissatisfaction will be followed up by a member of Acumen's management team, and we will investigate all relevant circumstances and information surrounding the issue raised. Our process will take into consideration the viewpoints of all parties involved and will be conducted with confidentiality, and anonymity where requested.

If Acumen needs to interview you to better understand any concerns you may have, you may choose to bring a companion who may be a work colleague, family member or interested party. Acumen will provide you with written advice on the outcome of your expressions of dissatisfaction, including the findings of the investigation, any decisions arising from this and the reasons for such decisions.

In the event we are unable to assist with the resolution of your dissatisfaction, we will actively cooperate with the appropriate governing body to assist resolve the issue.

If you require clarification on any of this information, please don't hesitate to contact us:

P 1300 436 432

E feedback@generationhealth.com.au

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