Royal Freemasons' Benevolent Institution

PO Box A2019, South Sydney NSW 1235
1800 181 959 | rfbi.com.au

CQI Log Number_____

Compliments, Comments and Complaint form

This form is to be given to the Manager, placed in the suggestion box or posted to RFBI. You are also able to complete this form online via the RFBI website 'Contact Us' tab.

DETAILS:

This feedback is a: ☐ Compliment ☐ Comment ☐ Complaint

You are: ☐ Consumer ☐ Relative ☐ Visitor ☐ Staff ☐ Other

Name:

Address:

Phone Number: Email:

Please outline your Compliment, Comment or Complaint below:
(Attach additional sheet, email or quote if necessary)

Continued overleaf>>

Royal Freemasons' Benevolent Institution

Compliments, Comments and Complaints form

What outcome would you like from this feedback?

Would you like to be informed of the outcome? ☐ Yes ☐ No

How would you like to be contacted?

☐ Email ☐ SMS ☐ Mail

☐ Phone

☐ Face-to-face meeting

Signature: _____ Date: _____

If you wish this to be treated as ANONYMOUS please tick ☐

Are you deaf or have a hearing or speech impairment?

National Relay Service

The National Relay Service (NRS) is free* and confidential.

- Speak and Listen: 1300 555 727
- Internet/captioned relay call: internet-relay.nrscall.gov.au
- SMS Relay: 0423 677 767
- TTY users: 133 677

**There's no extra charge for making a relay call. You just pay your regular data or phone costs to make your call through the NRS.*

TIS Translating and Interpreting Service

OPAN Older Persons Advocacy Network

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