

Seasons Feedback & Complaints Process



We strive to ensure every resident has a positive experience. Your valuable feedback tells us what we are doing well and where we could improve. We welcome all feedback including compliments, concerns, suggestions, and complaints. Our staff (including managers and responsible persons) have access to a Quality Management System that records all feedback, so it can be reviewed and actioned appropriately. Feedback data is also used by the Seasons Governing Body, to better identify trends and continuous improvement opportunities.

STEP 1



Tell us your complaint

Include specific details - what, when, where, who, times, dates, your contact details. Let us know what you would like to see happen because of your complaint.

STEP 2



We will respond and acknowledge

Explain process and anticipated timeframes.

STEP 3



If necessary, we will undertake an investigation

Assess complaint and gather the facts.

STEP 4



We will keep you informed of the investigation

Respond with findings and actions taken.

STEP 5



If your concerns are not resolved, you can go to an external support service

Listed below are useful contacts for residents.

How to provide feedback

Email: info@seasonsliving.com.au

Online Form: <https://seasonsliving.com.au/feedback/>

Feedback Form: Located at reception in Seasons Living Communities.

In person: Appointment with Manager.



External Support Services:

 Older Persons Advocacy Network	 1800 700 600	 opan.org.au
 My Aged Care	 1800 200 422	 servicesaustralia.gov.au
 The Aged Care Quality and Safety Commission	 1800 951 822	 agedcarequality.gov.au
 National Disability Insurance Scheme	 1800 035 544	 ndiscommission.gov.au
 Association of Residents of Queensland Retirement Villages	 1800 951 822	 arqrv.org.au