

Kern Complaint Form

Kern Allied Health is committed to responding to and resolving feedback and complaints in a transparent, fair, and timely manner. Please be assured that raising a concern or providing feedback will not impact your therapy services. We welcome all feedback as it helps us learn, improve, and provide the best possible support.

You can complete this form yourself, or you may:

- Ask a family member, carer, guardian, advocate, or friend to assist you; or
- Request that a Kern Allied Health employee act as a scribe and complete the form on your behalf.

Name	
Address	
Phone Number	
Email Address	

Please complete this section if someone is assisting you with your feedback, concern, or complaint, such as a family member, carer, guardian, advocate, or friend.

Name	
Relationship to you	
Organisation (if applicable)	
Address	
Phone Number	
Email Address	



Tell us what you are dissatisfied about and when it happened. Please provide us with as much information as possible.

Please be assured that Kern Allied Health welcomes all types of feedback, that it will not impact on your therapy services, and that Kern Allied Health views this as an opportunity to learn and improve our service.

Has there been any verbal discussion with an employee of Kern Allied Health, prior to you completing this form? If yes, please provide details.

What would be the best outcome for you in resolving this matter? That is, what would you like to see happen?

Is there anything else you would like to tell us?



How to submit this form:

In Person	At a Kern Allied Health Clinic: • 10A/327 Mandurah Terrace, Mandurah 6210 or • 672 Anketell Rd, Anketell 6167
Phone	1300 122 155 during working hours 8:30am – 4:30pm Monday to Friday
Mail	Confidential - Kern Allied Health Attn: Clinical Services Manager 10A/327 Mandurah Terrace MANDURAH WA 6210
Online	https://kernhealth.com.au/contact-us/
Email	Annemarie@kernhealth.com.au Clinical Services Manager at Kern Allied Health