保密

收件日期：_____ Ref No.：_____

明愛青少年及社區服務
_____明愛_____服務意見／申訴紀錄表

香港明愛青少年及社區服務歡迎服務使用者就我們的服務提出意見，不論是讚賞、建議或投訴，我們無任歡迎，所有取得的資料只會用作處理該項意見的用途，並會保密處理，。

意見內容：_____

(如不敷應用請加紙書寫)

個人資料：

姓名：_____ 日期：_____

聯絡方法：_____

①為方便跟進，請填寫個人資料。
②填妥服務意見書後，請您把意見書對摺並投入意見箱內或交予本服務單位職員。
③若確定屬投訴後，本服務單位會於兩個工作天內知會單位主管，而單位主管會於五個工作天內接觸閣下，並於接獲投訴後十四個工作天內將有關的跟進結果回覆閣下。
④其他意見將在服務單位的職員會議內作出討論及跟進。

《多謝您的寶貴意見》

＊此表格可以由服務使用者填寫或服務單位職員代為填寫，並適用於以電話提供意見者。

服務單位專用

Ref No.：_____

收件職員姓名：_____ 收件日期：_____

單位主管收件日期：_____ 簽署：_____

跟進工作：

單位主管處理後簽署：_____ 日期：_____

①各員工應保持有禮、溫和的態度細心聆聽服務使用者的意見，並對服務使用者關心本服務及提出意見表達謝意

檢討： 本表格最少三年檢討一次
檢討日期： 2017 年 11 月 16 日

Confidential

Date of Receipt：_____ Ref No.：_____

Caritas Youth and Community Service
Feedback／Complaint Form

Caritas Youth and Community Service welcomes feedback on our services by the service users, whether it be appreciation, suggestion, or complaint. Any information submitted will be used for the handling of the related issue only and will be kept confidential.

Your feedback：

_____
_____
_____
_____
_____
_____
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_____
_____
_____
_____
_____
_____

(Use separate paper if necessary)

Personal Information：

Name：_____ Date：_____

Contact：_____

① Please fill in the personal information for follow-up.

② After filling out the feedback form, fold up the form and put it in the opinion box or hand it to the staff of the service unit.

③ If the case is confirmed as a complaint, the service unit head will be notified within two working days. He or she will contact you within five working days and give a reply on the follow-up work within 14 working days of receiving the complaint.

④ Other feedback will be discussed and followed up in staff meeting of the service unit.

《Thank you for your valuable feedback》

＊This form can be filled out by the service user or service unit staff. This form is also applicable for feedback given through phone call.

Use by Service Unit Only

Ref No.：_____

Name of Staff Receiving the Form：_____ Date of Receipt：_____

Date of Receipt by Centre Supervisor：_____ Signature：_____

Follow up work：_____

_____

_____

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Signed by Centre Supervisor upon completion of follow-up：_____ Date：_____

① Every staff member should keep a gentle and polite manner in handling feedback and pay attention to the opinions of the service users. Express gratitude to the service users for giving feedback and concern to our service.

Review： This form is reviewed at least once every three years
Date of Review： 16 November 2017