

## **Form "Individual Suggestions and Complaints"**

Dear Sir/Madam,

We appreciate your frank opinion and welcome your praise, your suggestions and of course your criticism. Please address your concerns first to our employees who are responsible for you. Our employees look forward to your praise or a great suggestion and try to solve disturbances and problems on site.

If a solution is not possible or if it is not to your satisfaction, you can use this form to send feedback to the assistant to the management, Ms Olsen. Place this form in the mailbox in front of house 1 or leave it in the office room of your ward. If you are a patient of an external housing group or are on long-term leave, we kindly ask you to place the form as in-house mail in the mailboxes attached to the locations of the NTZ. In addition, you can send the form to the Complaints Office by means of Deutsche Post (address: Dahlingstraße 250, 47229 Duisburg).

Thank you very much for your support.

Your management

Personal details (voluntary)	
Your name:	
Your address / ward:	
Date:	
Your feedback refers to the following area of the clinic:	
<input type="radio"/> your praise <input type="radio"/> your suggestion <input type="radio"/> your criticism	

(Field of work GF-assistance)

Issues recorded and forwarded:  Date:  Name supervisor:  Work area:	Implemented measures / result:  Date:  Name supervisor:  Work area:
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