ionMy Feedback & Complaints
LISTEN. ACT. IMPROVE.

ionMy | Governance, Risk & Compliance

Every voice matters. ionMy makes it simple for clients, residents, families, and staff to share feedback, and for organisations to capture, respond, and improve with confidence.

Easy to Capture, Easy to Act On

Feedback is fuel for improvement. ionMy makes capturing and responding effortless:

✓ Allow anonymous feedback or invite contact details for follow-up

✓ Capture only the fields that matter: feedback type, title, date, and details

✓ Automatic confirmation and a reference ID build trust and transparency

✓ Submit complaints, compliments, or suggestions from any device: mobile, tablet, or desktop

Result: Your team receives real-time alerts, ensuring feedback never gets lost or overlooked.

Smart Classification & Alerts

ionMy adapts to your organisation. Configure your own structure and let the system do the work.

! Category trees drive automatic alerts and reporting

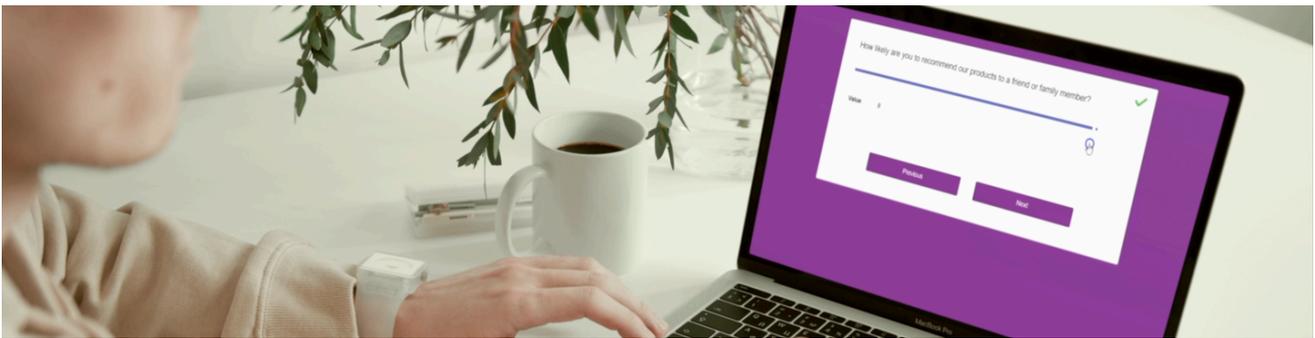Customise field names, layouts, and mandatory settings

Dynamic alerts notify the right people instantly: staff, board, suppliers, or volunteers

Built-in workflows ensure every item is tracked through to resolution

Result: The right eyes see the right feedback, at the right time.

Connected to Your Organisation

Feedback doesn't sit in isolation. With ionMy, every piece links to the bigger picture:

• Escalate to committees for review
• Link feedback to risks, hazards, or improvement plans
• Map evidence to accreditation and compliance standards
• Analyse and report using the ionReports module for insight-driven improvement.

Result: Feedback becomes evidence. Supporting governance, compliance, and continuous improvement.
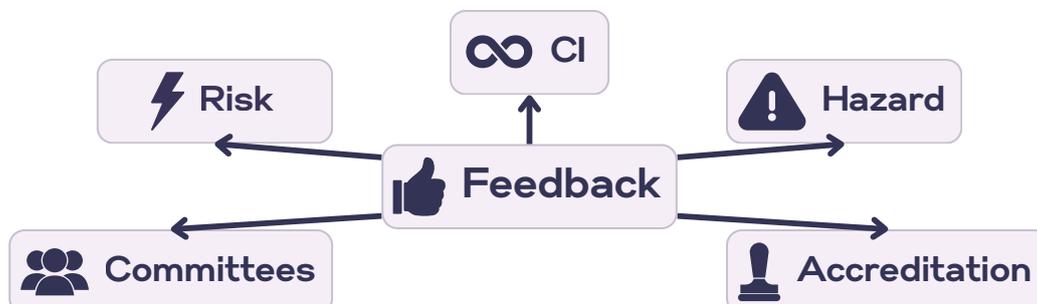
See the Full Story

ionMy builds a complete history around people and issues.

✓ Automatically tag individuals (clients, staff, suppliers) for trend analysis and transparency

✓ Spot recurring issues and track positive impact

✓ Sign-Off & Record Closure provide clear accountability

✓ Dashboards and reports show outcomes at both the individual and organisational level.

Result: Every voice is acknowledged, every action tracked, and every improvement visible.

Before ionMy: Missed Voices

- Feedback scattered across paper, emails, and conversations
- Complaints lost or not escalated
- No consistent process for responses
- Hard to link feedback to improvement or compliance

After ionMy: Every Voice Counts

- Feedback captured digitally from any device
- Smart alerts ensure nothing is missed
- Linked to risk, CI, and accreditation frameworks
- Trends visible at individual and organisational level

ionMy transforms feedback into meaningful improvement

Did You Know?

Your ionMy public feedback form can be fully branded and configured to suit your organisation, including layout, field labels, and anonymous submissions. This helps showcases a simple, transparent interface that encourages engagement and trust.

> "Our feedback process is faster and more transparent since using ionMy. Residents and families love how easy it is."