

Feedback Form

Compliments, Complaints and Suggestions

Grampians Health want to hear your feedback so we can continue to improve. If you need help to complete this form, please ask for assistance.

Which area is your feedback about?

Date: / /

☐ Ballarat

☐ Edenhope

☐ Horsham

☐ Stawell

Happy with your care? Tell us what we did well:



Unhappy with your care? Tell us about your complaint:



How would you like this to be resolved?

What would have made a difference? Tell us what we could have done better:



Your name (optional):

Your Phone (optional):

Your email (optional):

☐ Please don't contact me about my feedback

When you have completed your form, you can:

- Give it to the nurse in charge or person looking after you
- Put in one of our feedback boxes
- Email to **feedback@gh.org.au** or **<https://grampianshealth.org.au/contact-us/>**
- Post to Grampians Health Quality, PO Box 577, Ballarat, VIC 3353

Or alternatively you can contact the **Consumer Partnerships and Experience on 5320 4014**

You can place additional information here or attach another piece of paper.

What we do with this form:

- Acknowledge your feedback in a timely manner
- Ensure your concerns are followed up in a timely and appropriate manner (we aim to respond within 30 business days)
- Keep a record of your feedback and the outcome (this information will not be placed in your medical file)
- Always treat information about you as confidential

We take all feedback seriously and aim to resolve concerns fairly and quickly

If you remain dissatisfied with our response, you can contact the **Health Complaints Commissioner (HCC)**. The HCC responds to complaints about health services and handling of health information in Victoria. The service is free, confidential and impartial.

To lodge a complaint with HCC:

- Fill out a complaint form online at www.hcc.vic.gov.au or phone **1300 582 113**

Other service specific assistance:

Aged Care Quality and Safety Commission complaints

- Phone: **1800 951 822** or online <https://www.agedcarequality.gov.au/making-complaint>:

Older Persons Advocacy Network: For support to make an aged care complaint

- Phone **1800 700 600** or online <https://opan.org.au/support/support-for-older-people/how-we-help/>

National Disability Insurance Scheme (NDIS) complaints

- Phone: **1800 800 110** or online: www.ndis.gov.au/contact/feedback-and-complaints

Mental Health and Wellbeing Commission (MHWC)

- Phone: **1800 246 054**, Email: help@mhwc.vic.gov.au or online <https://www.mhwc.vic.gov.au/contact-us>

Victims of Crime Helpline

- phone: **1800 819 817**, Email: vsa@justice.vic.gov.au or online: www.victimsofcrime.vic.gov.au