

Customer Feedback

Castlemaine Health welcomes your valuable comments and feedback regarding our services. If you have immediate concerns or suggestions, please talk to a staff member straight away so that matters can be resolved as soon as possible.

Date Which area does your comment relate to?

Is your comment (please tick box):

- Compliment Comment Suggestion Complaint

Details

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.....

Have you spoken to a staff member about this? Yes No

If yes, to whom did you speak? (You may denote the person by position eg nurse, cleaner etc)

.....

What was the result?

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.....

Do you have any suggestions?

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.....
.....

YOUR DETAILS PLACE YOU IN A DRAW TO WIN \$50 (Twice yearly draw)

Please provide your personal details. However, unless otherwise requested, compliments will not be responded to but will be forwarded to relevant staff. We will respond to suggestions or complaints.

Name:

Address

Telephone Email

We take all concerns/complaints seriously and confidentially, ensuring all matters are dealt with by the Director in an appropriate and timely manner.

We appreciate and thank you for taking the time to help us improve and give the best possible care and services.

No postage stamp required if
posted in Australia



Quality Coordinator
Reply Paid 4
Castlemaine Health
PO Box 50
CASTLEMAINE 3450

We appreciate your comments

15/02/2011

F:\Quality\COMMENTS COMPLAINTS\Forms\Complaints Form 2.doc

- ◆ **External Agencies you can contact**
- ◆ **Office of the Health Services Commissioner**, 30th Floor, 570 Bourke Street Melbourne 3000
Telephone Free Call 1800 136 066 or Email www.hsc@dhs.vic.gov.au.
- ◆ **Office of the Public Advocate** Level 5/436 Lonsdale Street Melbourne 3000
Telephone Free Call 1300 309 337 or Email www.publicadvocate.vic.gov.au/Contact-Us.html
- ◆ **Aged Care Complaints Investigation Scheme** Commonwealth Department of Health & Ageing
GPO Box 9848 Melbourne 3001 *Telephone Free Call 1800 550 552* or Email www.health.gov.au/ocacqc

Please seal or staple

Customer Feedback



You can contact us by

- ◆ Completing this form & mailing to us, or place it in the suggestion box in the Main Reception area, or hand to a staff member
- ◆ Email via our website at www.castlemainehealth.org.au
- ◆ Or contact the Quality Coordinator on telephone 5471 1680