

Consumer Feedback

Castlemaine Health welcomes your valuable comments and feedback on 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 Department/unit that your comment relates to

Type of feedback (please tick box):

- Compliment Comment Suggestion Complaint

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

Staff member name or position

What was the result?

Can we contact you ? No Yes How should we contact you? Phone Email Mail

Would you be happy to talk to our staff, to help improve our patient care? Yes No

Would you like to nominate a staff member for a Customer Service Award?

Staff member name.....Position / Unit.....

Reason for nomination:

.....

Please provide your personal details below

We will respond to all suggestions and complaints. Unless otherwise requested, compliments will not be responded to but will be forwarded to relevant staff.

Title: Mr Mrs Ms Other_____ Name:.....

Address:

Telephone: Email:

We take all concerns/complaints seriously and your details will remain confidential. All matters are dealt with by a senior manager in an appropriate and timely manner. We appreciate your feedback and thank you for taking the time to help us improve and give the best possible care and services.

Ian Fisher, CEO



Quality Coordinator

Reply Paid 4
Castlemaine Health
PO Box 50
CASTLEMAINE 3450

Please seal or staple

External agencies you can contact:

Aged Care Complaints Commissioner

Level 18, 90 Collins Street, Melbourne VIC 3000
Phone: 1800 550 552
Web: www.agedcarecomplaints.gov.au
Email: enquiries@agedcarecomplaints.gov.au

Office of the Public Advocate

Level 1, 204 Lygon Street, Carlton VIC 3053
Phone: 1300 309 337
Web: www.publicadvocate.vic.gov.au
Email: on website

Health Complaints Commissioner

Level 26, 570 Bourke Street, Melbourne VIC 3000
Phone: 1300 582 113
Web: www.hcc.vic.gov.au
Email: hcc@health.vic.gov.au

Disability Services Commissioner

Level 20, 570 Bourke Street, Melbourne VIC 3000
Phone: 1800 677 342
Web: www.odsc.vic.gov.au
Email: complaints@odsc.vic.gov.au

We appreciate your comments

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You can contact us by

- ◆ Completing this form and mailing it to us. Placing it in the suggestion box in the Main Reception area. Handing your completed form to a staff member.
- ◆ Email via our website at www.castlemainehealth.org.au
- ◆ Call the Quality Coordinator on 5470 4268