

# 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 client care?  Yes  No

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

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

Reason for nomination: .....

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**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. You may lodge anonymous feedback if preferred.

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 and Risk Department—Feedback

Reply Paid 4  
Castlemaine Health  
PO Box 50  
CASTLEMAINE 3450

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Please seal or staple

### External agencies you can contact:

**Aged Care Quality and Safety Commissioner**

GPO Box 9819, in your capital city  
Phone: 1800 951 822  
Web: [www.agedcarequality.gov.au](http://www.agedcarequality.gov.au)  
Email: [info@agedcarequality.gov.au](mailto:info@agedcarequality.gov.au)

**Health Complaints Commissioner**

Level 26, 570 Bourke Street, Melbourne VIC 3000  
Phone: 1300 582 113  
Web: [www.hcc.vic.gov.au](http://www.hcc.vic.gov.au)  
Email: [hcc@hcc.vic.gov.au](mailto:hcc@hcc.vic.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](http://www.publicadvocate.vic.gov.au)  
Email: [opa\\_advice@justice.vic.gov.au](mailto:opa_advice@justice.vic.gov.au)

**Disability Services Commissioner**

Level 20, 570 Bourke Street, Melbourne VIC 3000  
Phone: 1800 677 342  
Web: [www.odsc.vic.gov.au](http://www.odsc.vic.gov.au)  
Email: [complaints@odsc.vic.gov.au](mailto:complaints@odsc.vic.gov.au)

*We appreciate your comments*

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# Consumer Feedback



## To submit this form

- ◆ **By post:** mail it to us using this pre-paid form
- ◆ **In person:** place in the feedback box in Main Reception or hand to a staff member
- ◆ **Email:** Quality and Risk at [qualityandrisk@castlemainehealth.org.au](mailto:qualityandrisk@castlemainehealth.org.au)
- ◆ **Phone:** Quality and Risk on 5471 3268