



# Consumer Feedback

Kerang District 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.

For further consideration please complete feedback form

Date .....Area that your comment relates to .....

Type of feedback (please circle):      Compliment      Suggestion      Complaint

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

Staff member name or position (e.g. nurse, cleaner etc) .....

Were you happy with the outcome? .....

Would you like to nominate a staff member for excellent consumer service?

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

Reason for nomination: .....

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

Can we contact you about your feedback? Yes/No

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

Please provide your contact details.

Name: \_\_\_\_\_

Address: \_\_\_\_\_

Telephone/email: \_\_\_\_\_

We take all concerns/complaints seriously and confidentially, and ensure 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 to every person every time.





**Quality Coordinator**  
Reply Paid 179  
Kerang District Health  
Kerang VIC 3579

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**Please fold and seal**

**Listed below are some External  
agencies you may like to contact:**

**Aged Care Complaints Commissioner**

Level 18, 90 Collins Street, Melbourne VIC 3000  
Phone: 1800 550 552  
Web: [www.agedcarecomplaints.gov.au](http://www.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](http://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](http://www.hcc.vic.gov.au)  
Email: [hcc@health.vic.gov.au](mailto:hcc@health.vic.gov.au)

*We appreciate your comments*

# Consumer Feedback

**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.kerangdistricthealth.com.au](http://www.kerangdistricthealth.com.au)
- Call the Quality Coordinator on 5450 9200