



# **Kerang District Health**

## **COMMENTS, COMPLAINTS & SUGGESTIONS CHARTER**

*At Kerang District Health, we welcome any Comments, Complaints & Suggestions you may have in relation to the service we provide. You can be confident that your comment, complaint or suggestion will be addressed quickly and without fear of reprisal. We regard comments, complaints & suggestions as a powerful tool for improving the organisations performance.*

### **If you would like to register a Comment, Complaint or Suggestion:**

*Please complete a Comment, Complaint & Suggestion Form. These Forms can be found in key areas of most Departments and in the front foyer of the Hospital. Staff can assist you to complete the form if you wish.*

*Once your form is completed, it will be directed to the Department Head of the relevant area for resolution.*

*They will discuss with you what they have done or are doing to solve your problem or issue.*

*All completed forms are directed to the Chief Executive Officer, to ensure that management is aware of any problems or issues that arise.*

*If after this process, you feel that your problem or issue still remains unresolved, staff can assist you is referring your issue to an external agency.*

### **External Agencies:**

- **Office of the Health Services Commissioner**
  - **Residential Care Rights Advocacy Service**
- **Health & Aged Care Family and Community Services (Complaints Section)**
- **Minister for Disability Services and Minister for the Aging**
  - **Aged Care Complaints Resolution Scheme**
    - **State Ombudsman**