

What do I do with my completed form?

Complete and submit using one of the following ways:

- Hand it to a staff member, or
- Place it in the 'Consumers Feedback' box at Reception areas throughout the hospital

What happens to the feedback provided on this form?

Once you have completed this form, your feedback will be raised and reviewed by the Manager, Safety and Quality.

Following the review the Manager, Safety and Quality respond in writing on how your complaint has been addressed.

If you are unable to communicate in writing, please contact the Manager, Safety and Quality on 03 5857 0300.

What if I am not satisfied with the outcome?

If you still have concerns or need further assistance and advice you may contact:

Disability Service Commissioner: **1800 677 342**

Health Services Commissioner: **1300 582 113**

Office of the Public Advocate: **(03) 9603 9500**

Victorian Equal Opportunity: **1300 891 848**

Aged Care Complaints Scheme: **1800 550 552**

Residential Care Rights: **1800 550 552**

Kyabram District Health Service

Kyabram Health

Fenaughty St, Kyabram VIC 3620

Ph. (03) 5857 2400

Email. info@kyhealth.org.au

Stanhope Health

35 Birdwood Ave, Stanhope VIC 3623

Ph. (03) 5857 0451

Email. comhealth@kyhealth.org.au

Tongala Health

37 Mangan St, Tongala VIC 3621

Ph. (03) 5857 0245

Email. chtongala@kyhealth.org.au



Feedback Form

www.kyhealth.org.au

Healthy Community.
Local Care.



KYABRAM DISTRICT
HEALTH SERVICE

