

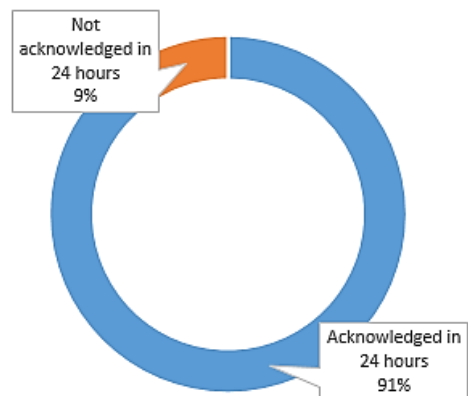
Feedback Snapshot

East Grampians Health Service welcomes feedback including concerns, complaints, suggestions and compliments.

This report is a snapshot of the completion of key performance indicators and details relating to complaints, concerns, suggestions and compliments for Quarter Two – October to December 2017. During this period **227** items of feedback were received.

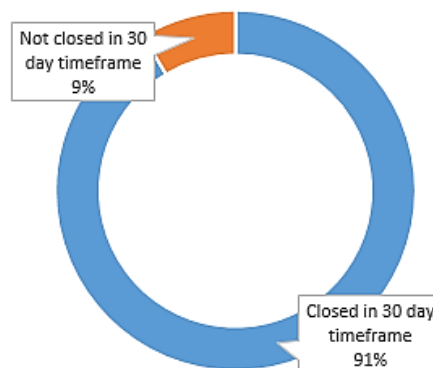
KPI 1 Acknowledged in 24 hours

The Chief Executive is notified of all complaints and an acknowledgement letter is sent within 24 hours.

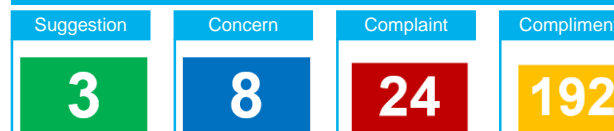


KPI 2 Closed in 30 days

EGHS has a target of closing complaints within 30 days. Complex complaints may require investigation that goes beyond 30 days.



Type of feedback



Key

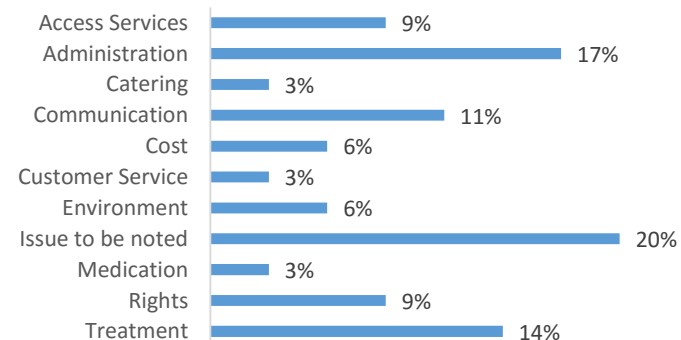
Suggestion: an idea for consideration

Concern: a matter of interest or importance

Complaint: something unsatisfactory or unacceptable

Compliment: an expression of praise

Complaint/ concern/ suggestion relating to



Complaint/ concern/ suggestion feedback method

Received via	Percentage
Paper Form	40%
Phone	34%
In person	17%
Email	6%
Website	3%
Letter	0%
Social media	0%

Complaint/ concern/ suggestion severity rating

Rating	Percentage
Catastrophic	0%
Major	0%
Moderate	3%
Minor	97%
No Action Required	0%