

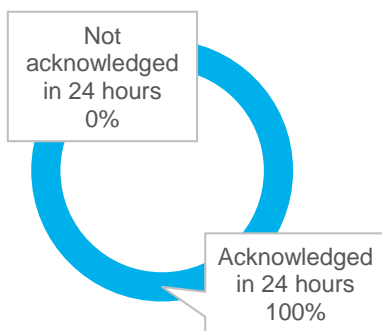
# Feedback Snapshot

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 Three – January to March 2018. During this period **160** items of feedback were received.

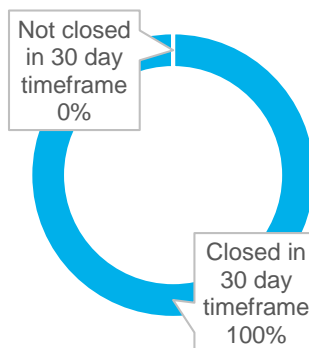
## KPI 1 Acknowledged in 24 hours

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

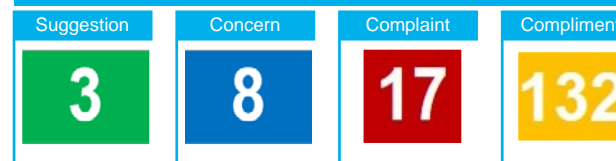


## KPI 2 Closed in 30 days

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 feedback method

Received via	Percentage
Email	7%
In person	7%
Letter	7%
Paper Form	46%
Phone	29%
Website	4%
Social media	0%

## Complaint/ concern/ suggestion severity rating

Rating	Percentage
Catastrophic	0%
Major	0%
Moderate	0%
Minor	100%
No Action Required	0%

## Complaint/ concern/ suggestion relating to

