



East Grampians
Health Service
*improving the health
of our community*

FEEDBACK SNAPSHOT

JULY TO SEPTEMBER 2021

TYPE OF FEEDBACK



TOTAL

15

COMPLAINT

5

CONCERN

3

SUGGESTION

SEVERITY RATING

0

Catastrophic

0

Major

8

Moderate

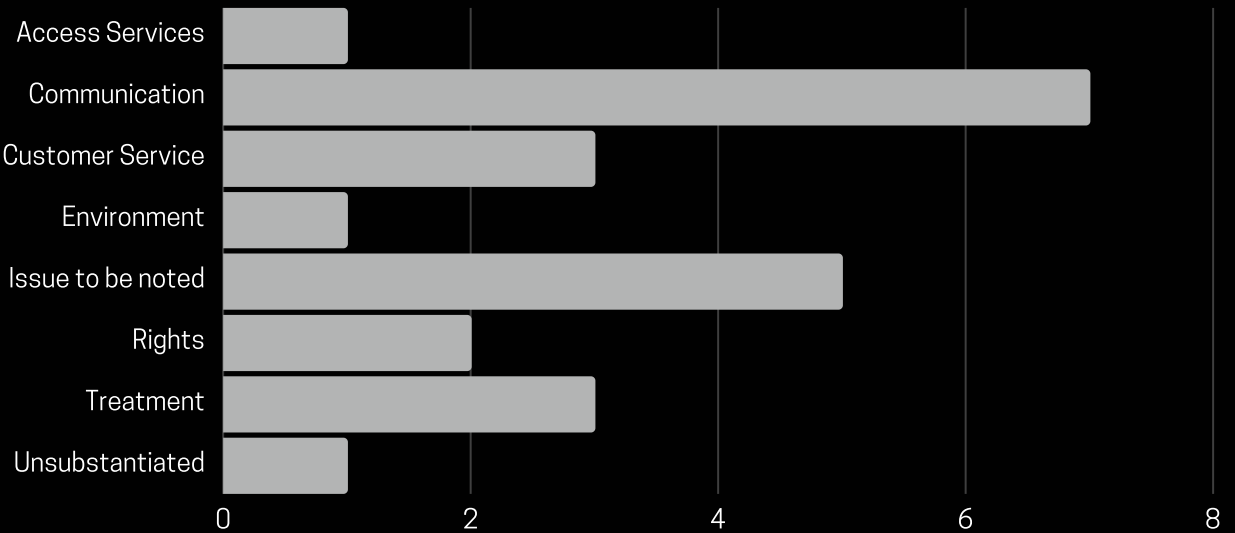
14

Minor

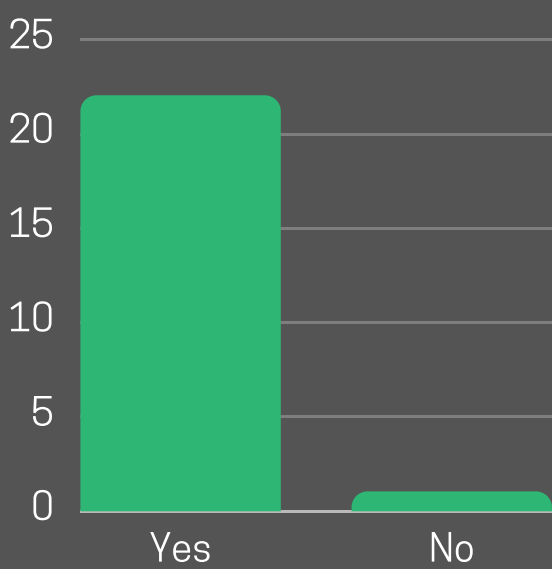
1

No action
required

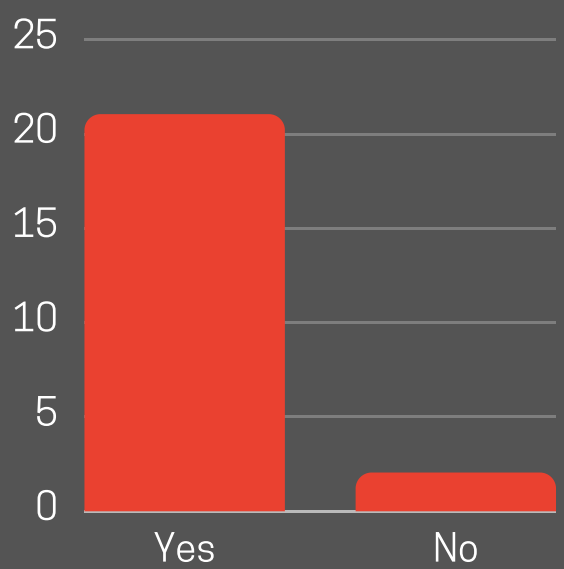
FEEDBACK RELATING TO



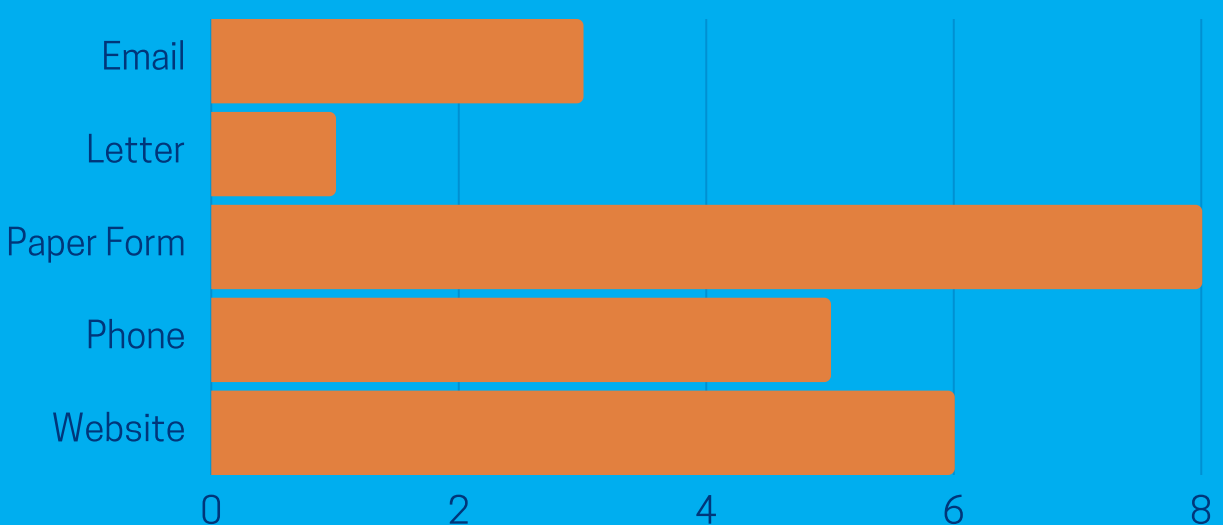
Acknowledged in 24 hrs



Closed in 30 days



FEEDBACK METHOD





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COMPLIMENT SNAPSHOT

JULY TO SEPTEMBER 2021

77

JULY

65

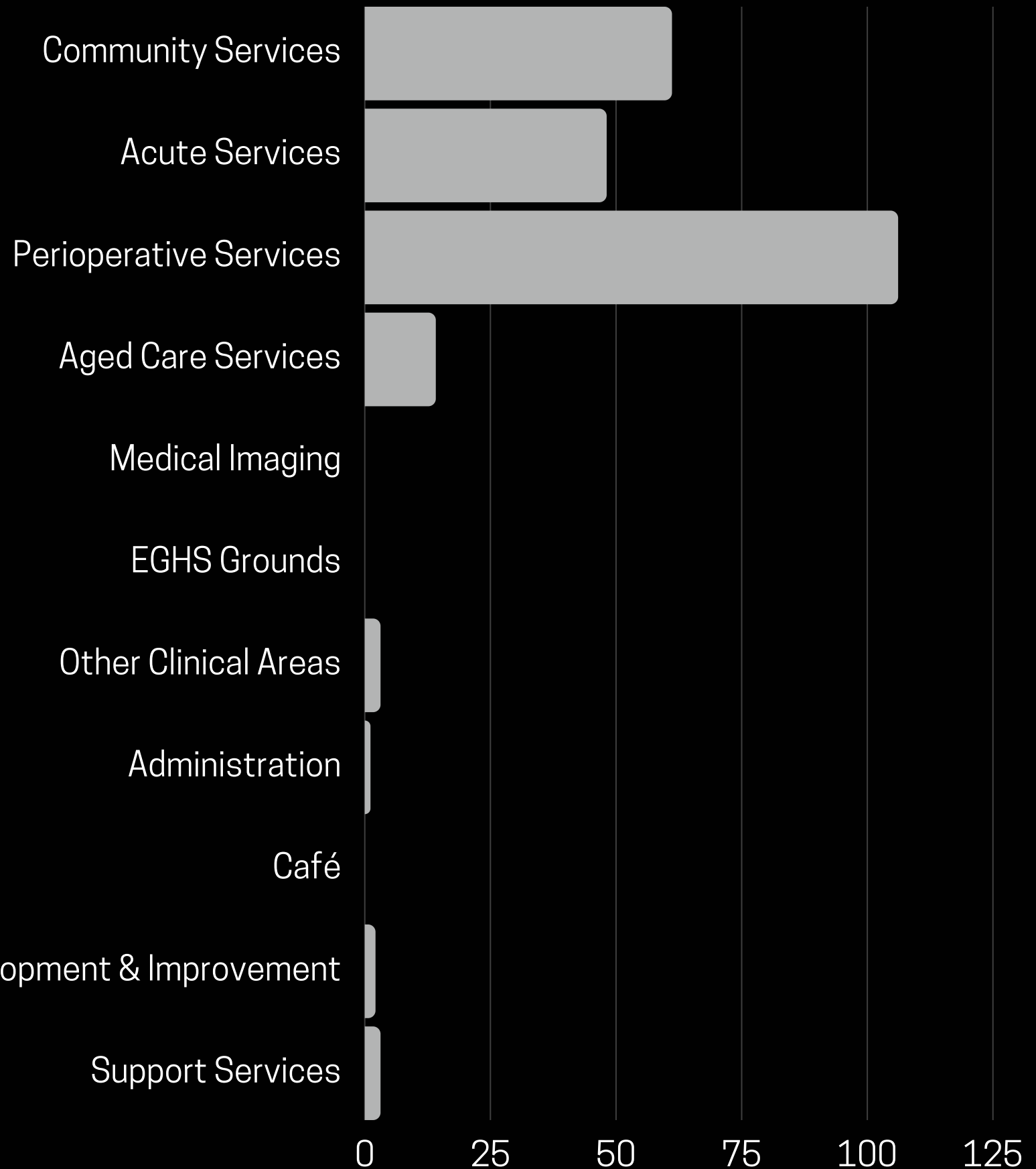
AUGUST

96

SEPTEMBER

238

TOTAL



YTD
TOTAL

527