



WE VALUE YOUR FEEDBACK

Feedback about our Health Service is taken seriously and your suggestions are appreciated



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**East Grampians
Health Service**

*improving the health
of our community*

Feedback on your visit to East Grampians Health Service is important to help us know what is working well and what improvements we can make.

All feedback including concerns, complaints, suggestions or compliments are welcome.

We take complaints seriously and aim to resolve them quickly and fairly. If you are not satisfied with our service, please contact us via our feedback form.

Alternatively, if your concern is not able to be resolved by a member of staff and requires an immediate response, please ring the Chief Executive's Office on **03 5352 9300**.

If you remain dissatisfied with our response, you may contact the Health Complaints Commissioner (HCC). The HCC responds to complaints about health services and the handling of health information in Victoria. Their service is free, confidential and impartial.

To lodge a complaint with the HCC fill out a complaint form online at www.hcc.vic.gov.au or phone 1300 582 113 between 9am and 5pm, Monday to Friday to discuss your complaint.

NICK BUSH
CHIEF EXECUTIVE



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eghs.net.au

East Grampians Health Service recognises community and consumer participation contributes to the improvement of our Health Service. A better informed and involved community assists us to improve the quality of our services and improve patient safety. A safe and quality health service results in better health outcomes for the community.

Please tick if you would like to participate in consumer activities.

When completed, this form can be:

- Left at Reception or the Nurses' Station
- Handed to a member of staff
- Mailed to East Grampians Health Service using the Reply Paid envelope

You may also provide feedback on the EGHS website:
eghs.net.au/contact-us/feedback

If you would like further information, assistance or advice, you may contact one of the following organisations:

Aged Care Quality & Safety Commission

Free Call: 1800 951 822
agedcarequality.gov.au

Elder Rights Advocacy

Phone: 1800 700 600
era@era.asn.au

Health Complaints Commissioner

Free Call: 1300 582 113

State Trustees

Free Call: 1300 138 672

Office of the Public Advocate

Free Call: 1300 309 337

P.O. Box 155, Ararat, 3377

Girdlestone Street, Ararat 3377

Ph: 61 3 5352 9300, Fax: 61 3 5352 5676

Email: info@eghs.net.au

Website: www.eghs.net.au



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