# Feedback Form

## Compliments, Complaints and Suggestions

Grampians Health Ballarat – State-wide Equipment Program want to hear your feedback so we can continue to improve. If you need help to complete this form please ask for assistance.

**Which area is your feedback about?**

**Happy about our service?** Tell us what we did well:

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**Unhappy with our service?** Tell us about your complaint:

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| How would you like this to be resolved? |
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**What would have made a difference?** Tell us what we could have done better

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# **Your name (optional):** **Your Phone (optional):**

# **Your email (optional):**

 Please don’t contact me about my feedback.

**When you have completed your form, you can:**

* Email to swep@gh.org.au
* Mail it to: Quality & Leadership Support Officer, State-wide Equipment Program, P.O. Box 1993, Bakery Hill 3354

Or alternatively you can contact the **SWEP Quality & Leadership Support Officer on**

**5333 8126.**

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| You can place additional information here or attach another piece of paper. |
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# **What we do with this form:**

* Acknowledge your feedback in a timely manner.
* Ensure your concerns are followed up in a timely and appropriate manner (we aim to respond within 30 business days).
* Keep a record of your feedback and the outcome (this information will not be placed in your consumer file).
* Always treat information about you as confidential.

# **We take all feedback seriously and aim to resolve concerns fairly and quickly.**

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

To lodge a complaint with HCC:

* Fill out a complaint form online at [www.hcc.vic.gov.au](http://www.hcc.vic.gov.au/) or phone **1300 582 113**

**Other service specific assistance:**

Aged Care Quality and Safety Commission complaints

* Phone: **1800 951 822** or online https://[www.agedcarequality.gov.au/making-complaint:](http://www.agedcarequality.gov.au/making-complaint)

Older Persons Advocacy Network: For support to make an aged care complaint

* Phone **1800 700 600** or online https://opan.org.au/support/support-for-older-people/how- we-help/

National Disability Insurance Scheme (NDIS) complaints

* Phone: **1800 800 110** or online: [www.ndis.gov.au/contact/feedback-and-complaints](http://www.ndis.gov.au/contact/feedback-and-complaints)

Mental Health and Wellbeing Commission (MHWC)

* Phone: **1800 246 054**, Email: help@mhwc.vic.gov.au or online <https://www.mhwc.vic.gov.au/contact-us>

Victims of Crime Helpline

* phone: **1800 819 817**, Email: vsa@justice.vic.gov.au or online: [www.victimsofcrime.vic.gov.au](http://www.victimsofcrime.vic.gov.au/)