

Compliments, Comments and Complaints

Rural Northwest Health aims to provide a high standard of service to everyone and we care about getting things right.

Your views are important because they help us to check that we are giving you the best service possible.

We welcome your comments and complaints. You may wish to:

1. *Compliment a particular service or staff member.*
2. *Comment or make a suggestion on how we can improve our services.*
3. *Complain about a service or the way you have been treated.*

Thank you for your feedback!

We care about your privacy. All complaints will remain confidential. The information you give us will be used to address your concerns, and will be disclosed only to the relevant personnel.

The steps to the complaints protocol:

- We believe that most problems can be sorted out in an informal manner and often in discussion with the senior staff member and/ or Manager
- If you are not happy with our response, you can forward your complaint in writing, using the back of this brochure
- The manager or senior staff member will ensure a thorough investigation is undertaken in regard to your complaint. You will be provided with a reply within 20 working days or earlier from the date that we receive your complaint in writing.
- If you remain concerned that your complaint has not been handled in a satisfactory manner or resolved, you may wish to contact the:

CEO, Rural Northwest Health Address:

PO Box 386

Warracknabeal Vic 3393

Phone: 5396 1200

In the event your concern remains unresolved for residents living in aged care you may wish to contact

Aged Care Complaints Investigation Scheme Health

Services Commissioner

Phone: 1800 550 552 or

In the event your concern remains unresolved for clients in acute or in the community you may wish to contact

Office of the Health Services Commissioner

Phone: 1800 136 066



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Do you wish to make a

**Compliment
Comment
Complaint**

Let us know because
WE DO CARE
and your feedback is
important to us

Signed: _____ Date: / /