

FEEDBACK FORM

Your details are optional

Name: _____
Address: _____
Phone: _____
Email: _____

Seymour Health welcomes your feedback regarding our services. Your feedback helps us improve the service we provide to our consumers and to know whether we have met your expectations.

This form can be used anonymously, however if you would like to receive a reply, please include your details above.

Date: _____ Compliment Complaint Suggestion

Feedback details:



Seymour Health
Bretoneux Street,
Seymour, Vic, 3660
☎ (03) 5793 6100 Fax (03) 5793 6338
Email: info@seymourhealth.org.au
Website: www.seymourhealth.org.au



Your suggestions for improvement:

Please indicate if you would like to receive a reply Yes No
Preferred method of reply Letter Phone Email

I consent I do not consent (*please tick*) to Seymour Health publicly sharing my feedback via Facebook and/or internal electronic noticeboards. I am aware that my name and personal details will not be published.

I consent to being contacted about telling my patient journey story Yes No

Signed: _____

Seymour Health takes all feedback seriously and confidentially, ensuring all matters are dealt with in an appropriate and timely manner.

Forms can be returned to any suggestion box located throughout our health service, or alternatively mailed to:

Director Quality, Risk & Safety, Seymour Health, 1 Bretonneux St, SEYMOUR VIC 3660

Any problem is usually best solved at the point of service within Seymour Health. However, if you are not satisfied with the response to your complaint or you wish to take your concerns further, please contact the Health Complaints Commissioner for inpatients and Urgent Care patients:

- Call **1300 582 113** or visit hcc.vic.gov.au and fill out an online form
Send a letter: Health Complaints Commissioner, Level 26, 570 Bourke Street Melbourne VIC 3000.
- **The Aged Care Complaints Commissioner** for residential aged care and community services:
Call **1800 951 822** or visit www.agedcarequality.gov.au
Send a letter: Aged Care Complaints Commissioner, GPO Box 9848, Melbourne, 3001
- **Deaf, hard of hearing or speech impaired?** relayservice.gov.au
- Need an interpreter? TIS National: **131 450**
- **NDIS Commission:** 1800 035 544