

Location of Experience	Date of Experience

Details

Feedback Type:
 Compliment
 Complaint

Description



My team is **BRHS**

Improving the health and wellbeing of the East Gippsland community by providing accessible, high quality and sustainable health care.

We welcome feedback at:

Bairnsdale Regional Health Service
 PO Box 474 Bairnsdale VIC 3875
 P 03) 5150 3333 F 03) 5152 6784
 E email@brhs.com.au
www.brhs.com.au

The information in this brochure is intended as a guide to one of the services provided by BRHS and is correct at the time of publishing. **Issue date:** March 2014
Our Ref: GI0001

Bairnsdale Regional Health Service is located on the traditional land of the Gunai Kurnai people.



Consumer Feedback Form

YOUR FEEDBACK IS IMPORTANT TO US

Bairnsdale Regional Health Service is committed to providing a consumer focused health service and recognises the value of feedback from patients, clients, carers or visitors as a source of information to support service improvement.

If you are happy with our service, or have a suggestion or complaint, please talk to one of our staff or fill in this form. If you would like to speak to a manager this can be arranged—please ask any member of staff.

All complaints are investigated. If you would like us to respond to you, please provide your contact details on this form. If you wish to remain anonymous, any issues you raise will still be fully investigated.

Anonymous, reply paid feedback postcards are also available from Main Reception as an informal way of providing feedback.

If you need help or are unable to fill in this form please speak to a staff member and they will help you.

Lodging a complaint will not impact on any future care or treatment you receive from our service.

TO REVIEW YOUR COMPLAINT

The Chief Executive Officer will:

- Acknowledge in writing, to you, that the complaint has been received.
- Refer the complaint to the relevant manager for investigation and follow up.
- Advise you of the outcome in writing.

IF YOU DON'T WANT TO SPEAK TO ANYONE AT THE HOSPITAL

The Health Services Commissioner is an independent statutory authority established to receive and resolve complaints about health service providers. This is a free service and discussions are confidential.

Ph: (03) 8601 5200 **Toll Free:** 1800 136 066

Fax: (03) 8601 5219

Email: hsc@dhs.vic.gov.au

Website: www.health.vic.gov.au/hsc

If you have concerns about care of your relative in Aged Care and you do not wish to contact the hospital directly you may contact:

Aged Care Complaints Resolution Scheme

C/- Department of Health and Aged Care

GPO Box 9848

Melbourne Vic 3001

Ph: 1800 550 552

Elder Rights Advocacy

Level 4

140 Queens Street

Melbourne Vic 3000

Ph: 03 9602 3066 or 1800 700 600

If you have any concerns about disability services at Bairnsdale Regional Health Service, please contact:

Disability Services Commissioner

Level 30, 570 Bourke Street,

Melbourne VIC 3000

Ph: 1800 677 342 (free call) or 1300 728 187 (local call)

Fax: (03) 8608 5765

Website: www.odsc.vic.gov.au

Please complete the form below both front and back and post, email or hand deliver using the details provided on the back of this pamphlet.

Your details

Name:

Postal Address:

Phone:

Mobile phone:

Email:

Patient/Client Details (if different to yours)

Name:

Postal Address:

Phone:

Mobile phone:

Email: