

Feedback form

Share your thoughts with us. Return this form to Reception and we will respond to you (if you want us to).

Date: Location:

Program name/service:

What would you like to tell us?

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What would you like us to do or see happen?

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Would you like us to contact you about this? **YES** **NO** By phone Email Letter

Your name: Your phone:

Your email:

Your postal address:

Would you like an interpreter? **YES** **NO** Preferred language:



Holstep Health

Feedback form

Your voice matters
Make a complaint, a suggestion or give a compliment



Holstep Health
Community care. For life.



holstephealth.org.au

We are here to listen

Your feedback is how we improve.
Your voice is important to us.

You can tell us what you think in several ways.

- **Speak** to a team member
- Fill in the **Feedback Form** overleaf and either hand it in at Reception or post it in the suggestion box at any of our locations
- **Call** our Quality Team on (03) 9450 2000
- **Email us** at quality@holstephealth.org.au

You can ask for help from a team member or an advocate if you need assistance to share your feedback.



What to expect when you give feedback

When you share any kind of feedback with us, you can:

- expect to continue to use services with no impact to your service
- choose to remain anonymous
- get help from a support person or an advocate
- access an interpreter to tell us what you want to say
- always get a response from us, if you want one.

We take all feedback seriously and will work with you to address your concerns..

What happens after you make a complaint?

- You'll receive an acknowledgment when your complaint is received.
- If you want us to contact you, we will:
 - contact you within 7 days of receiving your complaint and provide you a formal response when your complaint is resolved (which make take up to 28 days for complex matters)
 - keep you informed throughout the process
 - handle all complaints respectfully and confidentially
 - connect you with translation, advocacy or other support services, if needed.

If you are not happy with the outcome of your complaint

Let us know your concerns with how we have handled it. If you are still not satisfied, you are welcome to contact the relevant Commissioner:

Health Complaints Commissioner

- Phone: 1300 582 113, or
- Online: hcc.vic.gov.au/make-complaint

Mental Health Wellbeing Commissioner

- Phone: 1800 264 054, or
- Online: www.mhwc.vic.gov.au

Aged Care Complaints Commissioner

- Phone: 1800 951 822
- Online: www.agedcarequality.gov.au/contact-us/complaints-feedback/make-complaint

Victorian Legal Services Board and Commissioner

- Phone: (03) 9679 8001 or 1300 796 344
- Online: lsbc.vic.gov.au/consumers/complaints/how-lodge-complaint

NDIS Quality and Safeguard Commission

- Phone: 1800 035 544
- Online: www.ndis.gov.au/contact/feedback-and-enquiries/feedback-and-complaints-form

