**Consumer Complaint / Feedback Form**

Feedback, suggestions or complaints about our health service are appreciated and are taken seriously

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| If you need help with this form please contact the Complaints Manager on 5092 1111 |
|  |  |  | Date: |  |
| **Consumer** |
| Name |  |
| Address |  |
|  |
| Telephone: home |  | work |  | mobile |  |
| Name of consumer |  |
| If you are not the consumer, what is your relationship to the consumer? |  |
| Is an Interpreter needed? 🞏 No 🞏 Yes – preferred language? |  |
|  |
| **Details** |
| MTHCS Department & Location |  |
| Date of incident/s |  |
| Approximate time of incident/s |  |
| Name of relevant staff member (if known) |  |
| What happened? |  |
|  |
|  |
|  |
|  |
|  |
| What outcome would you like? |  |
|  |
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|  |
|  |

**Upon completion, please put into the locked complaints box or contact the Complaints Manager on 5092 1111.**

**For External Complaints, please contact the relevant peak body from the list below:**

**Aged Care Home, Aged Care Packages & Commonwealth Home Support Programme:**

**Aged Care Quality and Safety Commissioner**

GPO Box 9819 (your capital city & state/territory)

Call: 1800 951 822

Visit: www. agedcarequality.gov.au

Email contact at: Audit.Feedback@agedcarequality[.gov.au](http://.gov.au)

**Health Services:**

**Health Complaints Commissioner**

Level 26, 570 Bourke St. Melbourne 3000

Call: 1300 582 113

Email: hcc@hcc.vic.gov.au

Visit: <https://hcc.vic.gov.au>

**Victorian Ombudsman**

Level 2, 570 Bourke Street, Melbourne, 3000

Call: 1800 806 314

Email: ombudvic@ombudsman.vic.gov.au

**Office of the Public Advocate**

Level 1, 204 Lygon Street, Carlton, 3053

Call: 1300 309 337

Email: opa-\_advice@justice.vic.gov.au

**Community:**

**Children’s Services Adviser**

Department of Education & Early Childhood Development

North Western Victoria Region

Call: 03 5442 5321

**Disability Services Commissioner**

Call: 1800 677 342

Visit: [www.odsc.vic.gov.au](http://www.odsc.vic.gov.au)

Email: complaints@odsc.vic.gov.au

**Home & Community Care**

Department of Health and Human Services

Level 20, 50 Lonsdale Street. Melbourne 3000

Call: 1300 884 706

Email: complaints@health.vic.gov.au