**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? | | |  | | | | | | | | | |
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| 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](mailto: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](mailto: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](mailto: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](mailto: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](mailto:complaints@health.vic.gov.au)