

Complaint flow chart

Report the complaint to your Contact Nurse or Program Staff Member.

If no resolution



Report the complaint to your Nurse Unit Manager or Program Manager.

If no resolution



Fill out a Consumer Feedback Comment or Complaint Form. Hand your completed form to your Program Manager, Nurse Unit Manager or front reception staff.

If no resolution



You have the right to pursue the complaint through an independent complaints body. A list of these independent complaints bodies is available over the next page.

Independent complaints bodies

For complaints about service or treatment:

Health Services Commissioner Administration

30th Floor, 570 Bourke Street
Melbourne Vic 3000
Tel: 03 8601 5222
Health Complaints
Tel: 03 8601 5200
www.health.vic.gov.au/hsc

Mental Health Branch Dept. of Human Services

Level 15, 50 Lonsdale Street
Melbourne Vic 3000
Tel: 1300 767 299
Mailing address is:
GPO Box 4057
Melbourne VIC 3001

The Royal Australian and New Zealand College of Psychiatrists

309 LaTrobe Street
Melbourne Vic 3000
Tel: 03 9640 0646
Victorian Branch
Tel: 9601 4924
www.ranzcp.org

For complaints about private health insurance:

Private Health Insurance Ombudsman

Level 7, 362 Kent Street
Sydney NSW 2000
Freecall: 1800 640 695
www.phio.org.au/complaints.php

Medical Practitioner's Board

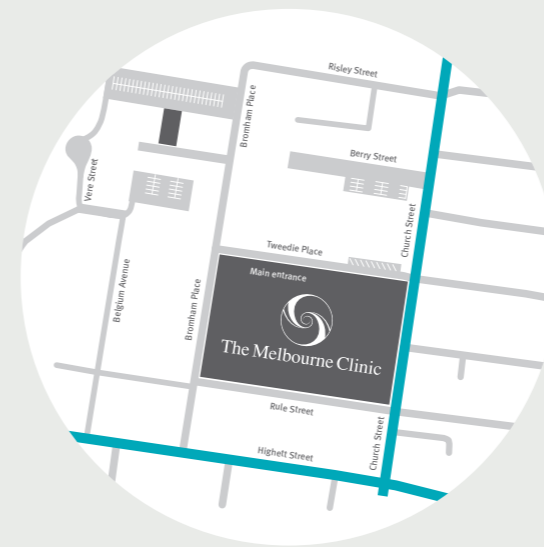
Level 16, 150 Lonsdale Street
Melbourne Vic 3000
Tel: 03 9655 0500
Fax: 03 9655 0580
medicalboard.gov.au

Office of the Chief Psychiatrist

2nd Floor, 555 Collins Street
Melbourne Vic 3000
Tel: 03 9616 7571
Fax: 03 9616 7697
Bus Hrs: 9am - 5pm

Victorian Ombudsman

Level 3, 459 Collins Street
Melbourne Vic 3000
Tel: 9613 6222
Fax: 9614 0246



The Melbourne Clinic

130 Church Street,
Richmond VIC 3121
Phone: 03 9429 4688 | Fax: 03 9427 7558
www.themelbourneclinic.com.au

A Healthscope hospital.

ABN 85 006 405 152



10/2017



The Melbourne Clinic

Consumer Feedback
Comment or
Complaint form



Consumer feedback...

is encouraged to assist us in delivering an improved care and service delivery. Comments and complaints may be either verbal or in writing.

If you have an issue about your care or the service provided, please raise this immediately with a staff member.

If after discussion with a staff member you are dissatisfied you may ask to speak to the Nurse Unit Manager or Program Manager. If still dissatisfied we ask you to put the issue in writing and address it to our Director of Nursing/ Complaints Officer.

Our hospital Director of Nursing will ensure that the issue is dealt with as discreetly as possible and will take reasonable steps to ensure that you are not adversely affected. If you wish to raise an issue anonymously, a report on the outcome may not be possible. All correspondence will be followed up verbally within two working days and written correspondence within 35 working days.

Alternatively, The Melbourne Clinic has a Consumer Consultant who attends meetings where complaints or issues may be raised one to one.

Consumer Feedback Comment or Complaint form



Please complete your comment or complaint and pass to your Contact Nurse, Nurse Unit Manager, Program Manager or front reception staff.

Name (optional): Room no: Time/date:

Address:
.....

Contact number/s: Home: Mobile: Business:

Please briefly describe your issue/suggestion

How do you think this issue could best be resolved, or suggestion implemented?

Do you wish to meet with the Unit Manager? YES NO

Response requested from Unit Manager within two days? In person Phone Writing

Name: Signature: Date: / /

(Office use only) Management's action plan

Name:

Signature:

Date: