

## Consumer feedback flowchart

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 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 Complaints Commissioner

Phone: 1300 582 113  
[www.hcc.vic.gov.au](http://www.hcc.vic.gov.au)

#### Mental Health Complaints Commissioner

Phone: 1800 246 054  
[www.mhcc.vic.gov.au](http://www.mhcc.vic.gov.au)

#### Department of Health and Human Services

Phone: 1300 650 172  
[www.dhhs.vic.gov.au](http://www.dhhs.vic.gov.au)

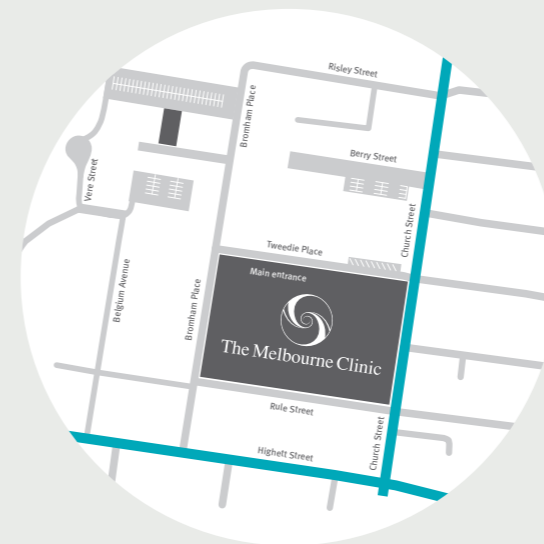
#### Australian Health Practitioner Regulation Agency

Phone: 1300 419 495  
[www.ahpra.gov.au](http://www.ahpra.gov.au)

### For complaints about private health insurance:

#### Commonwealth Ombudsman

Phone: 1300 362 072  
[www.ombudsman.gov.au](http://www.ombudsman.gov.au)



The Melbourne Clinic

130 Church Street,  
Richmond VIC 3121  
Phone: 03 9429 4688 | Fax: 03 9427 7558  
[www.themelbourneclinic.com.au](http://www.themelbourneclinic.com.au)

A Healthscope hospital.

ABN 85 006 405 152



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The Melbourne Clinic

## Consumer Feedback Form

**YOUR  
FEEDBACK  
MATTERS!**

