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

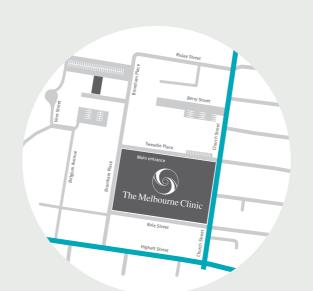
Mental Health Complaints Comissioner Phone: 1800 246 054 www.mhcc.vic.gov.au

Department of Health and Human Services Phone: 1300 650 172 www.dhhs.vic.gov.au

Australian Health Practitioner Regulation Agency Phone: 1300 419 495 www.ahpra.gov.au

For complaints about private health insurance:

Commonwealth Ombudsman Phone: 1300 362 072 www.ombudsman.gov.au





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



V4_07/2019



Consumer Feedback Form



Consumer feedback

Consumer feedback is an important part of The Melbourne Clinic delivering high level patient centered care. We value your feedback as it helps us to improve our care and service delivery. Feedback can be provided either verbally or in writing.

If you wish to offer feedback about your care or the service provided, please refer to the Consumer feedback flowchart within this brochure.

You may also choose to speak with a consumer consultant who can advocate for you, and support you in providing feedback. Ask your contact nurse to arrange an appointment to see Eric or Suz.

If still dissatisfied we ask you to put your feedback in writing using the form within this brochure and hand it to your nurse unit manager, program manager, or front reception staff where it will be escalated to our director of nursing/complaints officer.

We will ensure that the issue is dealt with as discreetly and confidentially as possible. You can choose whether to provide your details, or report your feedback anonymously.

Please be aware if you submit your feedback anonymously, a report on the outcome may not be possible. All written submissions will be followed up verbally within two working days and written correspondence within 35 working days.

The Melbourne Clinic

Form

Feedback

Consumer

Name (optional):	Contact number	Please describe your feedback, comment or complaint.
Name (optional):	Contact number	Please describe your f

: :

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could best be resolved or improved? How do you think this issue

Email NO D Phone □ In person YES 🗆 \sim with the Unit Manager' from Unit Manager? meet Response requested þ wish . Do you

٦ Action Quality / Office use only) - Manaç □ Entered into RiskMan Date:

Signature: