

What to do with this form:

When you have completed this form, you can:

- Put it in one of our **suggestion boxes**.
- Give it to a **staff member** or talk to the staff looking after you.
- **Mail to:**
SHDH Quality, Experience & Safety Dept.
Reply Paid 483
Swan Hill, VIC 3585
- Interpreter services are available if you need support
- Contact the **Quality, Experience & Safety Department** on 03 5033 9317 or feedback@shdh.org.au
- You can complete an **online** form by visiting www.shdh.org.au/patients-visitors/feedback/

If you are not satisfied with the outcome:

If you remain dissatisfied with our response, you may contact the Health Complaints Commissioner (HCC). The HCC responds to complaints about health services and the handling of health information in Victoria. Their service is free, confidential and impartial. To lodge a complaint with the HCC:

Health Complaints Commissioner: 1300 582 113

Aged Care Complaints Scheme: 1800 550 552

Office of the Public Advocate: (03) 9603 9500

Victorian Equal Opportunity: 1300 891 848

Swan Hill District Health

Quality, Experience & Safety Department

A: 48 Splatt St, Swan Hill, Victoria

M: P.O Box 483, Swan Hill, VIC 3585

P: (03) 5033 9317 between 8am – 4.30pm weekdays

E: feedback@shdh.org.au

Our Values:

Connected Care, Best Experience



www.shdh.org.au

*Do you have a compliment,
suggestion, or concern?*



**Swan Hill
District Health**

Connected Care. Best Experience.

Feedback Form

Your contact details:

Today's date: ___ / ___ / ___

Name: _____

Phone: _____

Email: _____

Consumer / Patient Relative

Friend Other _____

I would like a response to my feedback:

Yes, please contact me

No, do not contact me

NOTE: *If you choose to remain anonymous and do not provide your name and contact details, Swan Hill District Health will not be able to contact you about your feedback.*

Which department did your experience occur in?

Date of occurrence: ___ / ___ / ___

Do you identify as Aboriginal or Torres Strait Islander? Y N

Is your primary spoken language English?

If "No", please list language preference:

Do you require an interpreter to assist you?



Happy with your experience? Tell us what we did well:

Any suggestions? Tell us your ideas for improving what we do:

Unhappy with your experience? Tell us about your main concern:

How would you like this to be resolved?

All feedback will be treated in a confidential manner and is taken as an opportunity for improvement.