


Title:	Feedback / Complaints			
Section:	Governance	PRH:	Chief Executive Officer	

Alexandra District Health (ADH) welcomes your feedback regarding our services. Your feedback helps us improve the service we provide to our consumers and to know whether we have met your expectations.

This form can be used anonymously, however if you would like to receive a reply, please include your details. Please forward completed form to:

Mail: Alexandra District Health
PO Box 21
Alexandra Vic 3714

In person: Alexandra District Health
12 Cooper Street
Alexandra Vic 3714

Email: alexandra@adh.org.au

Fax: (03) 5772 1094

Date: _____ Compliment Complaint Suggestion

Details: _____

Your suggestions for improvement: _____

Name: _____
Address: _____ Postcode _____
Telephone: _____ Mobile: _____
Email: _____

Please indicate if you would like to receive a reply Yes No
If yes, indicate preferred method of reply Letter Phone Email

Alexandra District Health takes all feedback seriously and confidentially, ensuring all matters are dealt with in an appropriate and timely manner.

Any problem is usually best solved at the point of service within Alexandra District Health. However, if you are not satisfied with the response to your complaint or you wish to take your concerns further, please contact the Health Complaints Commissioner for Inpatients and Urgent Care patients:

Call 1300 582 113 or visit hcc.vic.gov.au and fill out an online form
Send a letter: Health Complaints Commissioner, Level 26, 570 Bourke Street Melbourne VIC 3000.

The Aged Care Complaints Commissioner for community services:
Call 1800 550 552 or visit agedcarecomplaints.gov.au
Send a letter: Aged Care Complaints Commissioner, GPO Box 9848, Melbourne, 3001

Deaf, hearing difficulties or speech impaired? relayservice.gov.au
Need an interpreter? TIS National: 131 450