

I wish to make a (please tick): Compliment Suggestion Complaint Concern

What would you like to tell us?

Service Location (please tick): Bairnsdale Bruthen Lakes Entrance Metung Nowa Nowa
 other _____

What would you like to happen?

Would you like a response to your feedback?

- No
- Yes (please provide your contact details below)

Date of feedback

____/____/____

Preferred method of contact

Name: _____

Address: _____

Telephone: (AH): _____ (BH): _____

Mobile: _____

Email: _____

Need help with the form?

If you need help filling in this form, please ask a staff member for assistance. An Interpreter can also be arranged if necessary.

What do I do with the completed form?

Hand the completed form to one of our staff members; place in the 'drop boxes' at reception or post to:

Consumer Feedback Coordinator
Gippsland Lakes Community Health
PO Box 429, Lakes Entrance VIC 3909

When will you hear from us?

You should hear from us within five working days. If not, please contact the Consumer Feedback Coordinator on 5155 8300.

How else can I provide feedback?

Visit our website at: www.glch.org.au and complete our online form.

Send an email to feedback@glch.org.au

Telephone **5155 8300** and ask to speak to the Consumer Feedback Coordinator.

Thank you for your feedback. It will be managed in a fair, systematic and confidential manner. Consumer Feedback reports are provided regularly to the Board and Executives at GLCH.

Staff Use Only

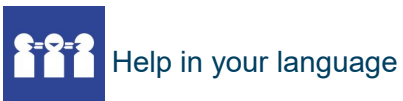
Database No: _____ Date: ____/____/____

Staff Name: _____

Action taken: _____

Resolved: " Yes " No (provide details) _____

Feedback provided: " No " Yes (provide details) _____



GLCH can arrange interpreters free of charge to assist customers who speak little or no English, or whose first language is Auslan (Australian Sign Language).

For more details, please contact your service provider.

Confidentiality

All clients have the right to expect that information provided will be kept confidential. For more information, please refer to the brochure 'Your Information - It's Private'.

Let us know what you think

Listening to customers is important as it helps us improve our services. Customers wishing to provide compliments, complaints or suggestions can do so by completing our Consumer Feedback brochure (available at all reception areas) or by emailing feedback@glch.org.au

If you do not believe that your concerns have been dealt with adequately, you may contact the [Health Services Commissioner](#).

Level 26, 570 Bourke Street
MELBOURNE VIC 3000
Telephone: 1300 582 113
Fax: 03 9032 3111
Email: hsc@dhhs.vic.gov.au



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Sites around East Gippsland

Five locations, one convenient telephone number **5155 8300**

Bairnsdale

281 Main Street
Bairnsdale, Vic, 3875
Fax: 03 5153 1087

Bruthen

Main Street,
Bruthen, Vic, 3885
Fax: 03 5157 5749

Lakes Entrance

18-28 Jemmeson Street,
Lakes Entrance, Vic, 3909
Corporate Fax: 03 5155 4057
Medical Fax: 03 5155 2119

Metung

Cnr Metung and Hardy's Rds
Metung, Vic 3904
Fax: 03 5155 2119

Nowa Nowa

Hall Road
Nowa Nowa, Vic 3887
Fax: 03 5155 7296

Email

contact@glch.org.au

Website

www.glch.org.au



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Tell us what you think

Consumer Feedback

Your feedback is valued and it helps us to continuously improve our health services