

How to provide consumer feedback

Speak to any staff member, who will forward your comments on to the Consumer Liaison Officer

OR

Ask to speak to the Consumer Liaison Officer in person or by phone (03) 5154 6666

OR

Complete this form, or write a letter and mail it to the Consumer Liaison Officer
Orbost Regional Health
PO Box 238
Orbost 3888

OR

Access the feedback section on our website at www.orbostregionalhealth.com.au



104 Boundary Road
(PO Box 238) Orbost
Victoria 3888

Telephone: (03) 5154 6666
Fax: (03) 5154 2366
www.orbostregionalhealth.com.au

ORBOST REGIONAL HEALTH WILL:

- Encourage your input to deliver a high standard of care to all community members.
 - Give you an opportunity to have your say.
 - Provide a response that outlines findings and new processes to prevent a repeat occurrence.
 - Ensure that you have information on how to take complaints further externally of our organisation.
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CONSUMER FEEDBACK

Responding to consumer feedback in order to **IMPROVE OUR SERVICES**



