

Consumer Feedback Form

Office Use only
Date received: _____
Date sent: _____

Who can provide feedback?

- People receiving healthcare or support from any of our services
- Residents at our aged care facilities
- Carers or Guardians
- Visitors
- Contractors
- Suppliers

You are encouraged to complete this form at any time when:

- you would like to compliment our service or a staff member, to recognise the good work being carried out.
- you feel you have a reasonable issue that causes you stress, concern, or an inability to move forward.
- something that we have done makes you either happy or unhappy.

You can also use the “Conversations With Our Community” cards, located at all reception areas, for informal comments and feedback.

Orbost Regional Health values consumer input from our community.

Personal details are optional, however if you require a response, your contact details will allow us to reply accordingly.

Your name & address: _____

_____ **Phone No:** _____

Does this feedback relate to services provided to yourself? **YES** **NO**

OR

Are your comments made on behalf of a patient/client? **YES** **NO**

Name & address: _____

_____ **Phone No:** _____

Details

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



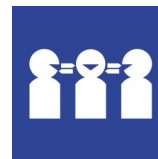
104 Boundary Road
(PO Box 238) Orbost
Victoria 3888

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 if you are not satisfied with our response.
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Please ask at Reception if you require a large print version of this document.



Consumer Feedback

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

