



FEEDBACK FORM

At Carrington Health we value your comments and are continuously looking at ways to improve our services.

If you have a complaint, ***we will do our best to resolve the issue quickly.*** See back of form for information on what happens when you make a complaint.

My feedback is: Complaint Compliment
 Suggestion

Date: _____

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Response? I would like a response. No, I do not need a response.
 I would like to discuss this. My best contact no. _____

Contact details: (optional):

Name: _____ Phone: _____
Address: _____ P/Code: _____
email: _____

When completed:

- ⇒ place it in the 'Feedback Box' at Reception
- ⇒ Give it to any Receptionist or Service Provider
- ⇒ Email it to info@carringtonhealth.org.au OR phone 8843 2363

Thank you for your feedback

What Happens Now?

If you are making a complaint:

Complaints are taken seriously and will be looked into carefully and sensitively. Staff are expected to deal with complaints in a respectful way. If you make a complaint, ***your future use of Carrington Health will not be affected***. You also have the right to have an external advocate or other independent support to assist you with your complaint.

What we expect from you when you make a complaint:

That you speak to our staff respectfully and give the person you have spoken to an opportunity to either resolve or pass your complaint to the relevant person. If possible tell us what you want to happen as a result of your complaint and give us as much information about the complaint as possible. Let us know of any special needs you may have or if you need extra help in understanding or accessing our complaints service.

When we receive your complaint:

We will take the following steps:

1. We will formally acknowledge your complaint and advise who is handling it within five days.
2. We will aim to investigate your complaint within 28 days. Some matters are more complex and can take longer to sort out and if that happens, we will keep you informed of our progress.
3. When a complaint is not resolved you will be given the option of making contact with the CEO and/or the Health Complaints Commissioner's Office on 1300 582 113 , the Aged Care Complaints Commissioner on 1800 550 552 or the Disability Services Commissioner on 1800 136 066 (email: hcc@hcc.vic.gov.au). If you are not satisfied with an outcome offered by the Aged Care Complaints Commissioner, you can contact the Ombudsman's office through the Commonwealth Ombudsman website or by phoning 1300 362 072.

If you are making a suggestion:

Suggestions are used to help improve our services, facilities or procedures. Your feedback is important as it helps us to improve our service.

If you are giving a compliment:

We are always pleased to receive compliments about our services. We will ensure that your feedback is given to the relevant staff members or program.

What we expect our staff to do when receiving feedback:

Receive all complaints respectfully and to listen to what you have to say and do their best to understand your concerns or issues. Attempt to resolve the matter immediately if possible, alternatively do their best to resolve the issue or fix the problem, although this may not always be possible. Respect your privacy and the confidentiality of your information. Keep you informed if the complaint is taking longer than expected to review and let you know the outcome of your complaint and respond in writing where appropriate.

Privacy statement

The information we collect on this form will be used by us to reply to the feedback you have given us. It may be disclosed to third parties where it is required or allowed by law or where you have otherwise consented. Sometimes Carrington Health gives de-identified examples of both positive and negative feedback that we have received in our annual Quality of Care Report. This is to show readers some of the issues that clients have experienced and show what we have done in response.