Other ways to provide feedback

Speak to our staff: We encourage you to discuss any concern or complaint with the staff caring for you.

Visit our website: You can provide your feedback any time on the feedback section of our website: www.ncnhealth.org.au

Would you like a response?			
Yes	No		
Name:			
Address:			
Email:			
Phone:			

Once completed, please return your feedback by giving it to a staff member, placing it in one of the 'Feedback' boxes situated in each department, or via email or post to:

Complaints Officer

Nathalia Campus

36-44 McDonell St, Nathalia VIC 3638 T (03) 5866 9444 E ncnnathalia@ncnhealth.org.au

Cobram Campus 24-32 Broadway St, Cobram VIC 3644 PO Box 252, Cobram VIC 3644 T (03) 5871 0777 E ncncobram@ncnhealth.org.au

Numurkah Campus 2 Katamatite Rd, Numurkah VIC 3636 PO Box 128, Numurkah VIC 3636 T (03) 5862 0555 E ncnnumurkah@ncnhealth.org.au



Not satisfied?

If your feedback is a complaint and after discussion with the hospital you are not satisfied, further independent assistance can be found by contacting:

Health Complaints Commissioner

26/570 Bourke Street, Melbourne VIC 3000 P 1300 582 113

Aged Care Quality & Safety Commission

GPO Box 9819 Melbourne VIC 3001 **Free call:** 1800 951 822

Rights Information & Advocacy Centre PO Box 1763 Shepparton VIC 3630

P (03) 5222 5499

NDIS Quality and Safeguards Commission P 1800 035 544

Disability Services Commissioner P 1800 677 341

Consumer Feedback





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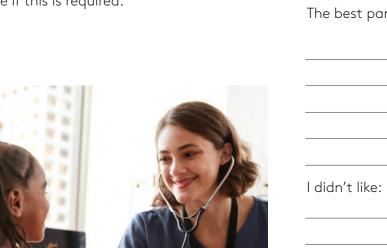
Tell us about your experience

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

- You would like to compliment our services or a staff member;
- You want to recognise the good work being carried out;
- You feel stress, concern, or are unable to move forward – something that we have done makes you happy or unhappy.

What we will do:

- We will keep a confidential record of your feedback and the outcome;
- We will ensure your concern is followed up as soon as possible;
- We will assist you to arrange an external advocate if this is required.



Your feedback

I would like to see the following improvements:

I would like to recognise the following staff:

Additional comments:

Please provide us with as much detail as possible. Attach extra pages to this form if needed.			
My feedback is regarding a:			
Compliment Suggestion Complaint			

Tell us about your experience

Please tick the campus:

Nathalia Cobram Numurkah

What service did you require or use?

The best part of my experience was:

Thank you for your feedback. It is greatly appreciated.

Jacque Phillips, Chief Executive Officer