

## 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](http://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](mailto: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](mailto: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](mailto: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

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# Consumer Feedback



**NCN  
Health**

Nathalia  
Cobram  
Numurkah

# 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

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?

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The best part of my experience was:

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I didn't like:

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I would like to see the following improvements:

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I would like to recognise the following staff:

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Additional comments:

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Thank you for your feedback. It is greatly appreciated.

**Jacque Phillips, Chief Executive Officer**