

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 at: 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

E ncnhealth@ncnhealth.org.au

Nathalia Campus

36-44 McDonell St, Nathalia VIC 3638

T (03) 5866 9444

Cobram Campus

24-32 Broadway St, Cobram VIC 3644

PO Box 252, Cobram VIC 3644

T (03) 5871 0777

Numurkah Campus

2 Katamatite Rd, Numurkah VIC 3636

PO Box 128, Numurkah VIC 3636

T (03) 5862 0555



Consumer Feedback

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

T 1300 582 113

Aged Care Quality & Safety Commissioner

GPO Box 9819, Melbourne VIC 3001

Free call: 1800 951 822

Rights Information & Advocacy Centre

PO Box 1763 Shepparton VIC

T (03) 5222 5499

Care Opinion

W www.careopinion.org.au

NDIS Quality and Safeguards Commission

T 1800 035 544

Disability Services Commissioner

T 1800 677 342



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 are unhappy with our services and would like to make a complaint;
- You have a suggestion to make that could improve our service.

What we will do:

- We will keep your feedback confidential;
- 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.

Date: / /

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:

I didn't like:

I would like to see the following improvements:

I would like to recognise the following staff:

Additional comments:

Thank you for your feedback. It is greatly appreciated.

Jacque Phillips, Chief Executive Officer