

What to do with this form:

When you have completed this form, you can:

- Put it in one of our **suggestion boxes**.
- Give it to a **staff member** or talk to the staff looking after you.
- **Mail to:**
SHDH Quality, Experience & Safety Dept.
Reply Paid 483
Swan Hill, VIC 3585
- Interpreter services are available if you need support
- Contact the **Quality, Experience & Safety Department** on 03 5033 9317 or feedback@shdh.org.au
- You can complete an **online** form by visiting www.shdh.org.au/patients-visitors/feedback/

If you are not satisfied with the outcome:

If you remain dissatisfied with our response, you may contact the Health Complaints Commissioner (HCC). The HCC responds to complaints about health services and the handling of health information in Victoria. Their service is free, confidential and impartial. To lodge a complaint with the HCC:

Health Complaints Commissioner: 1300 582 113

Aged Care Complaints Scheme: 1800 550 552

Office of the Public Advocate: (03) 9603 9500

Victorian Equal Opportunity: 1300 891 848

Swan Hill District Health

Quality, Experience & Safety Department

A: 48 Splatt St, Swan Hill, Victoria

M: P.O Box 483, Swan Hill, VIC 3585

P: (03) 5033 9317 between 8am – 4.30pm weekdays

E: feedback@shdh.org.au

Our Values:

Connected Care, Best Experience



www.shdh.org.au

*Do you have a compliment,
suggestion, or concern?*



**Swan Hill
District Health**

Connected Care. Best Experience.

Feedback Form

