

## The Health Complaints Commissioner (HCC)

The HCC is an independent authority that helps resolve complaints about health services and providers in Victoria.

Their service is free, confidential and impartial, To lodge a complaint with the HCC you can call or lodge online at

[www.hcc.vic.gov.au](http://www.hcc.vic.gov.au)

### Health Complaints Commissioner

1300 582 113

### Aged Care Quality & Safety Commission

1800 920 822

### Public Advocate

1300 309 337

### Victorian Equal Opportunity

1300 292 153

### First Nations

1300 292 153

### National Disability Insurance Scheme (NDIS)

1800 035 544



## HOW TO SUBMIT YOUR FEEDBACK

**LODGE:** Place in one of our feedback boxes located throughout the hospital

**GIVE:** To a staff member

**MAIL:** SHDH Quality, Experience & Safety Department - P.O. BOX 483, Swan Hill, VIC, 3585

**EMAIL:** Quality, Experience & Safety at: [feedback@shdh.org.au](mailto:feedback@shdh.org.au)

## QUALITY, EXPERIENCE & SAFETY DEPARTMENT

Address: 48 Splatt Street, Swan Hill

Mailing: PO Box 483, Swan Hill, 3585

Phone: (03) 5033 9300

Email: [feedback@shdh.org.au](mailto:feedback@shdh.org.au)

Web: [www.shdh.org.au](http://www.shdh.org.au)



## FEEDBACK FORM

To improve our services and enable our vision of

**Connected Care & Best Experience**



*"Your experience matters"*

## FEEDBACK TYPE

Complaint    Compliment    Suggestion

## YOUR DETAILS

I would like to remain anonymous

**NAME:**

**PHONE:**

**ADDRESS:**

**EMAIL:**

## CONSUMER TYPE

Relative    Visitor    Patient  
Community Member    Individual in Care

**Date of Occurrence:**

**Which Department your feedback relates to:**

**Would you like a response to your feedback?**

**YES**

**NO**

If you would like a response, an investigation will be completed by the Quality Team. A formal written response will be provided within 30 days to your provided address

**Did you receive *Best Care* at Swan Hill District Health? Why/Why Not?**

**How did that make you feel?**

**What outcome would you like to see?**

## WHY WE SEEK FEEDBACK

It is always our intention to provide you with the best care possible. We welcome feedback, both positive and negative, because it helps us continually improve our service to patients and their families.

Feedback is powerful. It serves as a guide to assist people in knowing how they and others perceive their performance. Feedback can also be very motivating and energising.

It has strong links to employee satisfaction and productivity ensuring that we deliver connected care and best experience.

