

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

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 Team at 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

Web: 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

Resident ☐ Patient ☐ Visitor ☐

Community Member ☐ Relative ☐

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, along with relevant Department Managers that the feedback is related to. A formal written response will be provided within 30 days to your provided address.

YOUR FEEDBACK

WHAT OUTCOME WOULD YOU LIKE TO SEE?
