



# What To Do If You're Unhappy (Complaints Procedure for Children at Swan Hill District Health)

## What you need to know.

At Swan Hill District Health, we want you to feel safe, cared for, and listened to while you're with us.

If something doesn't feel right or makes you upset, you have the right to say so.

We will support you and listen to your concerns

### Step 1: Talk to Someone

- A nurse
- A doctor
- A receptionist
- A healthcare assistant

You can tell them:

- What happened
- Who was involved (if you know)?
- How it made you feel

### Step 2: Write It Down (If That's Easier)

If you don't feel like talking, or you're nervous, you can write it down instead. You can:

- Fill out a feedback form (ask a staff member for one). The hospital has special boxes that you can put your letter or form in
- Write a letter or email
- Ask an adult you trust (like a parent or carer) to help
- Remember to tell us who you are and how we can contact you

### Step 3: We Will Listen and Help

Once we get your complaint, we will:

- Read or listen carefully to what you said
- Talk to the people involved (if needed)
- Try to make things better

You'll get a reply (usually within a few days), and we'll explain what we're doing about it.

### Step 4: Still Not Happy?

If you still feel like nothing's changed or you're not being listened to:

- You can ask to speak to someone more senior (like a manager)
- You can ask your parent or carer to help speak for you

We want you to feel safe, respected, and heard — no matter what.

Need help?

Please contact the Quality Experience & Safety Dept at

**Mailing:** PO Box 483, Swan Hill, Victoria 3585

**Phone:** (03) 5033 9300

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