



**MDHS**

Inspiring Health

Amongst other rights as a patient  
(or client/consumer)  
you have a right to make a complaint  
about the services you have received  
in hospital  
and be assured that it will have  
no adverse effect on the care provided.

We will investigate the issues  
you have raised  
and respond as soon as we can  
(within 30 days).

Thank you for sharing your views.

If you are not satisfied  
with the response you receive  
or do not wish to discuss the issue internally,  
you may contact:

*Health Complaints Commissioner*

Level 26, 570 Bourke Street  
MELBOURNE VIC 3000

Tel: 1300 582 113

Email: [hcc@hcc.vic.gov.au](mailto:hcc@hcc.vic.gov.au)

*Office of the Public Advocate*

Level 1, 204 Lygon Street  
CARLTON VIC 3053

Tel: 1300 309 337

Email: [opa\\_advice@justice.vic.gov.au](mailto:opa_advice@justice.vic.gov.au)

*Aged Care Complaints Commissioner*

GPO Box 9848  
MELBOURNE VIC 3001

Tel: 1800 550 552

Email: [enquiries@agedcarecomplaints.gov.au](mailto:enquiries@agedcarecomplaints.gov.au)

# We value your feedback

We welcome and encourage feedback  
to help us improve our care and services



# About you.

*At Maryborough District Health Service, we are keen to know what our consumers think of our services, as it helps us to consistently monitor and improve what we do.*

We invite consumers to talk directly to staff about their experiences in the hospital as a patient or as a visitor.

If you have any immediate concerns, please talk to a staff member straight away, so that we can fix any problem as soon as possible. We take your concerns and complaints seriously and have a complaints system that ensures all issues are dealt with in an appropriate and timely manner.

*Please tick if you are any of the following:*

- Patient    Resident    Staff Member
- Visitor    Client    Contractor/Supplier
- Other \_\_\_\_\_

*If you wish to remain anonymous, please leave this section blank:*

*Mr / Mrs / Ms / Miss (please circle)*

Name \_\_\_\_\_

Address \_\_\_\_\_  
\_\_\_\_\_

Postcode \_\_\_\_\_

Telephone (optional) \_\_\_\_\_

Date: \_\_\_\_ / \_\_\_\_ / \_\_\_\_

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*Would you regard the feedback you have provided as a:*

- Compliment    Complaint    Suggestion

# Your feedback.

Your feedback relates to:

- Administration
- Amherst Ward
- Avoca Nursing Home/Hostel
- Building & Services
- Community Services
- Dialysis
- District Nursing
- Dunolly Nursing Home
- Executive
- Hotel Services
- Maryborough Nursing Home
- Medical Imaging
- Org'l Learning & Innovation (SDU)
- Other
- Stores
- Theatre/Day Surgery
- Urgent Care Centre

We invite you to send your feedback  
by post to:

Maryborough District Health Service  
Att: Feedback Department  
PO Box 155, MARYBOROUGH VIC 3465

or via any of the Suggestion Boxes  
located at each MDHS campus