



**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



