



We value your feedback

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

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.



Partnering with Consumers

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

Office of the Public Advocate

Level 1, 204 Lygon Street
CARLTON VIC 3053

Tel: 1300 309 337

Email: 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

Office of the Disability Services Commissioner:

Level 30, 570 Bourke Street,
MELBOURNE VIC 3000

Tel: 1800 677 342 (free call from landlines)

Email: complaints@odsc.vic.gov.au

TTY: 1300 726 563

Website: www.odsc.vic.gov.au

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