



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

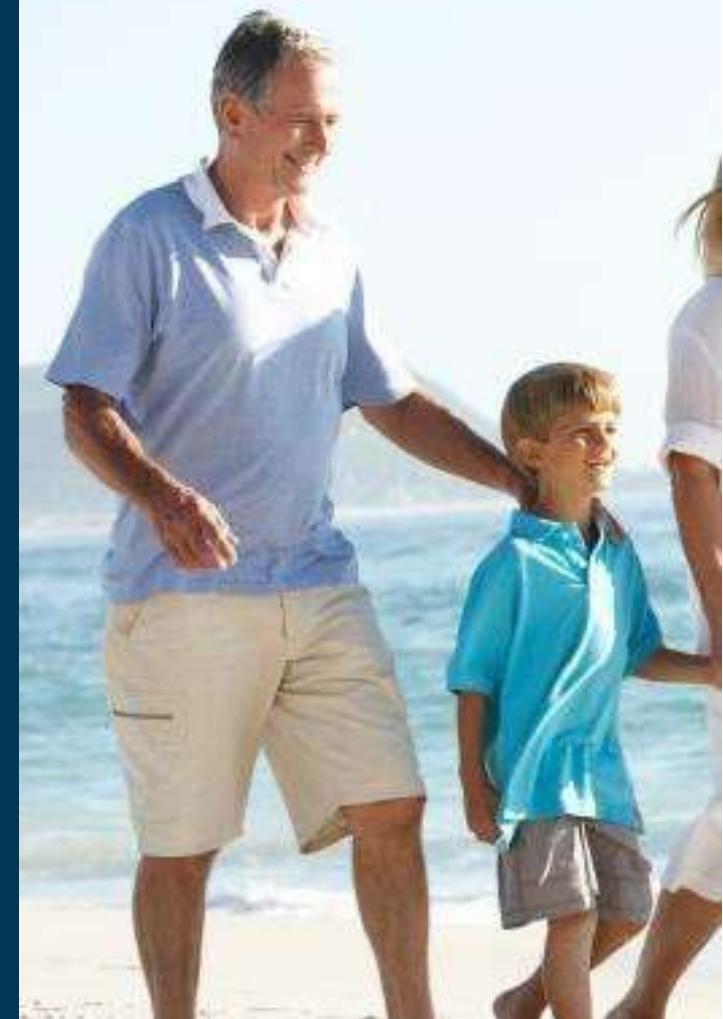
Office of the Public Advocate
Level 1, 204 Lygon Street
CARLTON VIC 3053
Tel: 1300 309 337
Email: opa_advice@justice.vic.gov.au

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
WWW.MDHS.VIC.GOV.AU

We value your feedback

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



WWW.MDHS.VIC.GOV.AU

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 Visitor
 Client Contractor/Supplier
 Other _____

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

Mr / Mrs / Ms / Miss (please circle)

Name _____

Address (or email) _____

Postcode _____

Telephone (optional) _____

Date: _____ / _____ / _____

Would you regard the feedback you have provided as a:

Compliment Complaint Suggestion

Your feedback.

Your feedback relates to:

- Administration
- Avoca Nursing Home/Hostel
- Building & Services
- Community Services
- Dental
- Dialysis and Oncology
- District Nursing
- Dunolly Nursing Home
- Executive
- Hotel Services
- In-patient Unit
- Medical Imaging
- Theatre/Day Surgery
- Urgent Care Centre
- Wattle Rise Nursing Home
- Women's & Children's Health
- Other

We invite you to send your feedback by Post to:

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

Suggestion Boxes

located at each MDHS campus or

Emailed: consumerengagement@mdhs.vic.gov.au