



# Client feedback

We like to hear  
from you.

**Feedback  
includes:**

Telling us what  
you are happy  
about



An idea for  
something we  
could do better



Making a  
complaint



**You can provide  
feedback by:**

- Talking to a member of staff
- Completing a Your Say form at our health centres or on our website
- Calling our Complaints Officer on (03) 8470 1111
- Writing to  
Complaints Officer  
Your Community Health  
125 Blake Street  
East Reservoir, VIC 3073

## If you give us feedback:

We will take it seriously



We will handle it confidentially



You can be anonymous



## If you have a complaint:

- We will tell you who is dealing with your complaint within two working days
- We will investigate your complaint
- We will send you a letter with our response within 28 days

## If you are not happy with our response, you can contact:

Health Complaints Commissioner

Phone: 1300 582 113

Web: [www.hcc.vic.gov.au](http://www.hcc.vic.gov.au)



Aged Care Quality and Safety Commission

Phone: 1800 951 822

Web: [www.agedcarequality.gov.au](http://www.agedcarequality.gov.au)



Australian Government

Aged Care Quality and Safety Commission

NDIS Quality and Safeguards Commission

Phone: 1800 035 544

Web: [www.ndiscommission.gov.au](http://www.ndiscommission.gov.au)



NDIS Quality and Safeguards Commission



Ph: (03) 8470 1111

[www.yourcommunityhealth.org.au](http://www.yourcommunityhealth.org.au)