



Yea & District
Memorial
Hospital

Tell us what you think....

... about our services

We welcome your feedback.

Your compliment, suggestion or complaint is important to help us continue to improve our services.

What will happen if you are making a complaint?

1. We endeavour to:
 - Acknowledge complaints within five working days of receipt.
 - Respond to complaints within 30 days.
2. Your concerns will be reviewed and discussed with the appropriate staff and steps will be taken to address the matter.
3. We will advise you of any outcomes regarding your complaint.

If you believe that your concerns have not been addressed, you may contact:

The Health Services Commissioner
Level 30, 570 Bourke Street
MELBOURNE VIC 3000
Phone: (03) 8601 5200
Freecall: 1800 136 066
Email: hsc@dhs.vic.gov.au

Thank you for taking the time to complete this form. Your contribution will assist in making YDMH a better health care service.

For further information about YDMH visit:
www.yeahospital.org.au

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Your name:

Your address:

Your phone:

Today's date:

Your email:

If you are contacting us for someone else, do they know you are doing so? Yes No

If yes, what is your relationship to the person?

Please provide the person's name and date of birth:

Person's name:

Date of Birth:

What was the date of your/the person's visit?

Are you/the person Aboriginal and/or Torres Strait Islander? Yes No

Which service or department is your comment about?

Do you have a: Compliment Suggestion Complaint (tick one)

Your comments: