

Who can I contact?

Health Services Commissioner Victoria

Level 26, 570 Bourke St MELBOURNE 3000

Toll Free: 1300 582 113

E-mail: hsc@health.vic.gov.au

Aged Care Complaints Commissioner

GPO Box 9848, MELBOURNE 3000

Free Call: 1800 550 552

www.agedcarecomplaints.gov.au

Mental Health Complaints Commissioner

Level 26, 570 Bourke Street

MELBOURNE VIC 3000

Free Call: 1800 246 054

E-mail: help@mhcc.vic.gov.au

www.mhcc.vic.gov.au

The Ombudsman

Level 1, 459 Collins St, MELBOURNE 3000

Telephone: 9613 6222

Free Call: 1800 806 314

E-mail: ombudvic@ombudsman.vic.gov.au

Office of the Public Advocate

Level 1, 204 Lygon St, CARLTON 3053

Toll Free: 1300 309 337

<http://www.publicadvocate.vic.gov.au>

Elder Rights Advocacy

Level 2, 85 Queen St, MELBOURNE 3000

Telephone: 9602 3066

Free Call: 1800 700 600

E-mail: era@era.asn.au

Who can I contact at Peninsula Health?

Customer Relations Manager

Quality & Customer Services Department

Frankston Hospital

PO Box 52 FRANKSTON 3199

Telephone: 9784 7298

E-mail: customer.relations@phcn.vic.gov.au

Disclaimer: The information contained in this brochure is intended to support not replace discussion with your doctor or health care professionals.

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Authorising Department: Quality & Customer Services

Peninsula Health

PO Box 52

Frankston Victoria 3199

Telephone (03) 9784 7777

www.peninsulahealth.org.au



How we manage your suggestions and complaints

Most of the time we get it right, please let us know when we don't



Why should I provide feedback?

We value feedback from patients, clients, carers, visitors and residents. As someone using our services you know first-hand about the areas that work smoothly and those that may be improved. That's why we appreciate your feedback.

We hope you are satisfied with the quality of care and services provided at Peninsula Health. If not, please let us know because it will help us to better understand the needs of our patients, clients, carers, visitors and residents - and improve our service.

How can I provide feedback?

Your feedback may be a suggestion, compliment or complaint. You can provide this feedback in several ways:

- Speak directly with the Manager of the ward, department or service concerned
- Contact our Customer Relations Manager by telephone, writing or through the Peninsula Health Customer Relations Website
- Consumer Feedback Forms are also available on the ward

Your suggestions or complaints are kept confidential. We do not document them in your medical record.

If I am unhappy?

There are times when patients, families and clients may not be happy with their care.

We take your concerns very seriously and it is your right to speak out about the services and care provided by Peninsula Health.

Making a complaint will not influence in any way the care or treatment you receive.

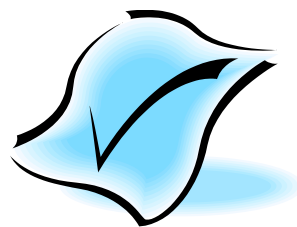
Who can I speak to?

We encourage you to speak directly to the Manager of the ward or service concerned, or to your treating Doctor.

Raising your concerns directly means they can be acted upon quickly.

The Customer Relations Manager is available to further assist you in this process.

You are welcome to include a support person (advocate) in all discussions.



How can the Customer Relations Manager help me?

Our Customer Relations Manager will:

- Listen to your concerns and acknowledge your complaint
- Provide assistance and support in resolving any concerns you may have
- Ensure that your complaint is thoroughly investigated by the appropriate senior staff member
- Keep you informed during the investigation process
- Where required arrange meetings between patients, residents, families and staff
- Ensure a response is provided on completion of the investigation
- Ensure areas for improvement are acted on

Contact details

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