

## What if I am still not satisfied?

---

Casterton Memorial Hospital will always endeavour to resolve your complaint. If a resolution is not achieved to your satisfaction, then you may refer your complaint to a higher authority for mediation.

## Where can I refer my complaint?

---

Aged Care Complaints Resolution  
Complaints Unit  
Department of Health & Ageing  
GPO Box 9848  
MELBOURNE VIC 3001

Or

Health Services Commissioner  
30th Floor, 570 Bourke Street  
MELBOURNE VIC 3001

Or, for Privacy Issues

Privacy Commissioner  
GPO Box 5057  
MELBOURNE VIC 3001



## Casterton Memorial Hospital

63-69 Russell Street  
CASTERTON VIC 3311

Phone: 03 555 42 555  
Fax: 03 55 811 051  
Email: cmh@wdhs.net

**Suggestions  
Comments  
Compliments  
Complaints**



**Casterton Memorial Hospital**  
*"A Fully Accredited Facility Since 1987"*

63-69 Russell Street  
CASTERTON VIC 3311

Tel: 03 555 42 555  
Fax: 03 55 811 051  
Email: cmh@wdhs.net

## Would you like to make a suggestion on how we can improve our services?

If you do not have a specific complaint but you would like to make a suggestion, or comment on our care and services, there are a number of ways for you to do so.



Suggestion / Comment Forms are available within the Acute Hospital, at the Reception Desk, in Primary Care waiting area and within Glenelg House. Please use these forms if you want to make a suggestion on how we can improve, provide a compliment on our care services or have any general comments to make, We greatly value your feedback regarding our care and services.

If you are an inpatient of the hospital, a discharge questionnaire will be given to you to complete before you go home so you can provide your suggestions / comments.

There are also regular service questionnaires distributed to Meals On Wheels, District Nursing, Midwifery, Dialysis, Primary Care clients so that you can provide your suggestions and comments.

All suggestions / compliments / comments are reviewed by our Board of Management and are addressed appropriately and used within our Quality Improvement Program.

If you have a more serious issue you may make a formal complaint.

If you are a Resident of Glenelg House you may also use the Resident's Committee as a means of raising issues.



## Do you have a complaint?

A complaint is any expression of a more serious nature or dissatisfaction regarding the care and services at Casterton Memorial Hospital.

Your complaints will be treated in a respectful and confidential manner.

If you wish to make a complaint, please speak with your Charge Nurse or Service Provider in the

first instance They will be happy to work with you to try and resolve your complaint immediately if possible.

If your complaint cannot be immediately resolved or you are still dissatisfied, you may be asked to complete a complaint form.

Complaint forms are available in the Ward Folder, at Reception, at the Acute Desk and in Residential Care or you may ask any staff member to provide one.

As a visitor wishing to make a complaint, please ask at Reception for a form. Staff are happy to help.

You may also provide a written complaint from home, addressed to the Chief Executive Officer.

Your complaint will be formally acknowledged within 7 days of receipt, and we will work with you to resolve your complaint to your satisfaction.

