

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 Scheme
1800 550 552

Or

Health Complaints Commissioner
1300 582 113
<https://www.hcc.vic.gov.au>

Or, for Privacy Issues

Office of Australian Information Commissioner
1300 363 992



home and community care

A JOINT COMMONWEALTH AND STATE/TERRITORY PROGRAM
PROVIDING FUNDING AND ASSISTANCE FOR AUSTRALIANS IN NEED



Casterton Memorial Hospital acknowledges the support of the Victorian Government

Supported by the Australian Government Department of Social Services. Visit the Department of Social Services website (www.dss.gov.au) for more information. Although funding for this service has been provided by the Australian Government, the material contained herein does not necessarily represent the views or policies of the Australian Government.

Casterton Memorial Hospital

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CASTERTON VIC 3311

Phone: 03 555 42 555

Fax: 03 55 811 051

Email: mail.cmh@cmh.org.au

Web: www.castertonmemorialhospital.com.au

**Suggestions
Comments
Compliments
Complaints**



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"A Fully Accredited Facility Since 1987"

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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 for you to provide 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 are a Resident of Glenelg House you may also use the Residents' Committee as a means of raising issues.

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



Do you have a complaint?

A complaint is any expression of a more serious nature or dissatisfaction regarding the care and services provided by 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 Manager Nursing Services. 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 wish to complete a complaint form.

Complaint forms are available in Ward Folders, at Reception, at the Acute Desk and in Residential Care. Please request a form from Reception if you are unable to locate a form readily. Staff are happy to assist you.

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 and we will work with you to resolve your complaint to your satisfaction.

