

Feedback

Any feedback that you may have to improve our service

How

Email - admin@maldhosp.vic.gov.au

Phone - 5475 2000

In Person - directly to staff

Written - into the Feedback, Compliments, Complaints and Bright Ideas box next to Reception

Bright Ideas

Any good idea you have

How

Email - admin@maldhosp.vic.gov.au

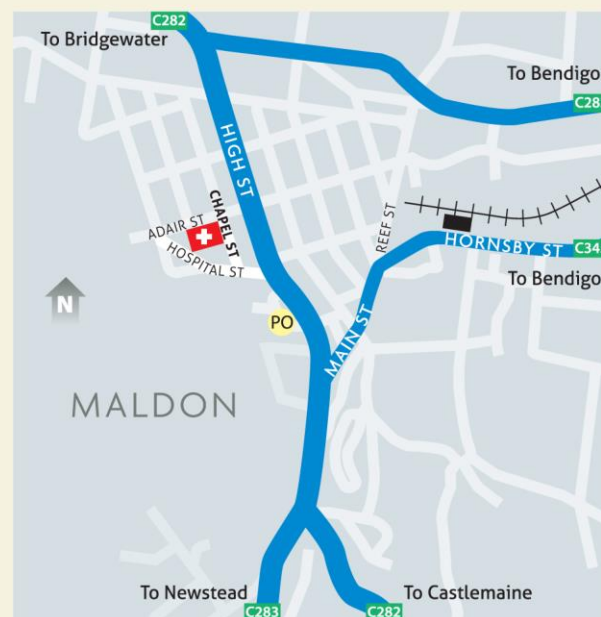
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INTERPRETER SERVICES

If English is not your first language, interpreter services are available free of charge, and can be provided by phoning 131 450 and ask for 1800 550 552.



RESIDENTIAL AGED CARE



MALDON HOSPITAL

Partnering with the Community

Compliments and Complaints Information

HELP US IMPROVE OUR SERVICE

Are we meeting your needs?



MALDON HOSPITAL
Partnering with the Community

1 Chapel Street, Maldon,
Victoria 3463
P. (03) 5475 2000
F. (03) 5475 2029
E. admin@maldhosp.vic.gov.au
www.maldhosp.vic.gov.au



www.maldhosp.vic.gov.au

We are partners with you in your care. What you and your family / carer think about our services and how we can improve them is very important to us. It helps us provide the best possible care to you and others

Compliments, complaints, bright ideas and feedback offer us the opportunity to learn more about you and how you would like your care and services provided.

At any stage feel confident to speak to staff about any matter. All information is treated sensitively and in confidence.

HOW CAN I PROVIDE FEEDBACK?

Compliments

How

Email - admin@maldhosp.vic.gov.au

Phone - 5475 2000

In Person - directly to staff

Written - into the Feedback, Compliments, Complaints and Bright Ideas box next to Reception.

Complaints

Step 1

Discuss with the Care staff first

- Discuss with staff as soon as possible after a problem occurs
- Think about what you would like done to put things right

Step 2

If unresolved, ask to talk to the Nurse Unit Manager next

- Discuss with staff as soon as possible after a problem occurs
- Think about what you would like done to put things right
- Please feel free to continue to use the service while your complaint is being handled

Step 3

If unresolved, ask to talk to the Director of Nursing next

- If you need to use the service while your complaint is being handled, talk to them about what you need
- Ask the service to let you know about what is happening with your complaint – you should have a response within 30 days

Step 4

If you can't resolve your complaint / concern then contact

- Aged Care Complaints Commissioner on 1800 550 552 or see the website agedcarecomplaints.gov.au. This is a free and confidential service.
- National Aged Care Advocacy on 1800 700 600. An advocate can
 - Provide you information about your rights and responsibilities
 - Help you to raise your issues with us or the service provider
 - Support you at any stage during the complaints process