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# Feedback Form

## Compliments & Complaints

At Grampians Health Ballarat – State-wide Equipment Program we want to hear your feedback so we can continue to improve what we do and how we do it. If you need help to complete this form please ask for assistance.

**Type of feedback:** Compliment Complaint Comment / Suggestion

**Date**: / /

What area is your feedback about?

What is your feedback? If you require more space please write on the back of this form, or include another piece of paper.











If this is a complaint, do you have any suggestions to address the situation?









**Consumer/Participant details**:

Name: DOB: / /

Address: Postcode:

Contact Number: Email address:

Signature:

**Your details**, if you are completing this form for someone else:

Name:

Address: Postcode:

Contact Number: Email address:

Relationship to consumer:

*Please note we will need to obtain permission from the consumer to discuss your feedback.*

Completed forms can be **mailed to**:

***Quality & Leadership Support Officer, State-wide Equipment Program, P.O. Box 1993, Bakery Hill 3354, or emailed to swep@bhs.org.au***

**Office Use Only**

**VHIMS #**

The Quality & Leadership Support Officer can also be contacted by:

**Email -** [**swep@bhs.org.au**](mailto:swep@bhs.org.au) **or Phone – 5333 8126.**

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## If you remain dissatisfied with our response:

*You may contact the Health Complaints Commissioner (HCC). The HCC responds to complaints about health services and the handling of health information in Victoria. Their service is free, confidential and impartial. To lodge a complaint with the HCC, fill out a complaint form at*[*www.hcc.vic.gov.au*](http://www.hcc.vic.gov.au/) or phone 1300 582 113 between 9am and 5pm, Monday to Friday to discuss your complaint.

## For NDIS Participants

The National Quality & Safeguards Commission is an independent agency established to improve the quality and safety of NDIS supports and services.  Information about NQSC complaints process is available on their website   
<https://www.ndiscommission.gov.au/about/complaints>