



CONSUMER AND CARER FEEDBACK FORM

If you are happy about our service, or have a suggestion or complaint, talk to one of our staff or fill in this form

we are listening & learning

Consumer Feedback and Engagement Team
PH: 6207 7627

Delivery Address:
GPO Box 825
CANBERRA ACT 2601



Consumer Feedback and Engagement Team
Health Directorate
Reply Paid 825
CANBERRA ACT 2601



No stamp required if posted in Australia

Staff Use Only

Date:

Staff name:

Area:

Forwarded to:

Resolved: Yes No

Action taken:

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Further action required:

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What do I do with the form?

Give the form to one of our staff, place it in the 'drop boxes' that are located in service areas throughout Health, or seal and post it using the reply paid address panel.

When will you hear from us?

We will phone or write to you within 5 days of receiving your feedback. If you haven't heard from us, please contact the Consumer Feedback and Engagement Team.

The Consumer Feedback and Engagement Team

Canberra Hospital & Health Services:

- Cancer, Ambulatory & Community Health Support
- Clinical Support Services
- Critical Care
- Medicine
- Mental Health, Justice Health & Alcohol and Drug Services
- Pathology
- Rehabilitation, Aged & Community Care
- Surgery & Oral Health
- Women, Youth & Children

Other:

- Business and Infrastructure (facilities management, parking, food services, cleaning) (02) 6207 7627
- Calvary Public Hospital (02) 6201 6111

Need help with the form?

If you need help to fill in the form please ask a staff member.

Which service are you writing about?

At which ACT Health location did you receive the service?

What would you like to tell us?

Compliment Comment/Suggestion Complaint

Today's date: Date of service:

What would you like to happen?

Thank you.

Your feedback will help us to provide a better service.

Would you like a response to your feedback?

No
 Yes If you would like a response, please provide contact details:

Mr/Mrs/Miss/Ms

Name

Address

P/code

Ph h)

m)

Email

Are you of Aboriginal or Torres Strait Islander origin?

- Aboriginal but not Torres Strait Islander origin
- Torres Strait Islander but not Aboriginal origin
- Both Aboriginal and Torres Strait Islander origin
- Neither Aboriginal nor Torres Strait Islander origin
- Not stated / inadequately described

Contact Us

Consumer Feedback and Engagement Team –
Ph: (02) 6207 7627
email: HealthFeedback@act.gov.au

Where else can I go?

It is always best to try to resolve any concerns with your local health service provider.

If you have tried this and are still not satisfied, you can contact the Health Services Commissioner. The Health Services Commissioner is an independent statutory officer who provides a fair and accessible process for dealing with complaints about health services, services for older people, and health privacy and access issues.

Ph (02) 6205 2222

Fax (02) 6207 1034

TTY (02) 6205 1666

Email human.rights@act.gov.au

Web www.hrc.act.gov.au

Address GPO Box 158
Canberra ACT 2601

Accessibility

If you have difficulty reading a standard printed document and would like an alternative format, please phone 13 22 81.



If English is not your first language and you need the Translating and Interpreting Service (TIS), please call 13 14 50.

For further accessibility information, visit:
www.health.act.gov.au/accessibility

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