

Outcome of your complaint

It is important that you tell us what you expect to occur as a result of your complaint.

This will assist staff in resolving your complaint. For example, you may want an apology, explanation, or change to occur that will prevent other patients or clients experiencing the same issue. If we are unable to meet your expected outcome, you will be advised of this, including the reason why.

Interpreter Services

Assistance is available from the Interpreter Service if required.



Feedback and Compliments

If you receive care or attention that you feel warrants complimenting, please register this with us in writing, by phone or in person.

Compliments can be lodged directly with the:

Chief Executive,
Djerriwarrh Health Services,
PO Box 330,
Bacchus Marsh,
Victoria, 3340
Ph: 5367 2000

DJERRIWARRH HEALTH SERVICES

Complaints and Compliments

All feedback is viewed as an opportunity to improve your healthcare service.



28/11/2014



Djerriwarrh Health Services acknowledges the support of the Victorian Government.

Complaints

We want to ensure that an efficient, fair and accessible mechanism exists for dealing with complaints. Complaints can be made in person, in writing or by telephone.

Wherever possible, complaints should be resolved directly with the staff or manager of the service concerned.

If you are uncomfortable talking to the staff directly about a complaint, you should ask to speak to a manager. Complainants are protected from any repercussions, reprisals or victimisation as a result of making a complaint.

If a complaint is about an event which occurred some time ago, it may not be possible to obtain all the necessary information required to resolve it.

If you have been unable to resolve your complaint with a staff member or manager these are the other options available:

Option One _____

Lodge your complaint with the Chief Executive, via mail, telephone or in person. (All written complaints are automatically forwarded to the Chief Executive).

Once you have lodged your complaint with the Chief Executive, the procedure outlined below will be followed:

1. It will be formally acknowledged
2. An investigation involving all parties concerned will be conducted by an Investigation Officer

3. Where possible, an agreeable result will be achieved and applied
4. It is anticipated that steps 1,2 & 3 will occur within seven working business days upon receiving the complaint
5. A formal written response will be provided, outlining the action taken to resolve your complaint
6. Your complaint, entered into the Complaints/Compliments Register, will be tabled at the next Board of Management meeting.

Option Two _____

While it is preferable that the complaint is dealt with in the first instance by Djerriwarrh Health Services, you may wish to lodge your complaint with one of the following:

Complaints relating to all areas of Djerriwarrh Health Services:

*Heath Services Commissioner
26th Floor
570 Bourke Street
MELBOURNE VIC 3000
Tel: 1300 582 113*

Complaints relating to the Nursing Home Residents:

*Aged Care Complaints Resolution Scheme
C/-Dept. of Health and Aged Care
GPO Box 9848
MELBOURNE VIC 3000
Toll free: 1800 550 552*