

Talk to your Healthcare team

If you have a concern or complaint, it is best to address it immediately. Talk directly with the staff looking after you or ask a family member or friend to speak on your behalf.

I want to remain anonymous, is this possible?

Anonymous feedback is welcome, you do not need to provide your details. However, without this information we may be unable to adequately investigate your concerns.

Contact the Feedback Coordinator

If you feel your concerns have not been sufficiently addressed by your healthcare team or you are no longer a patient at Bendigo Health, you can make a complaint to the Feedback Coordinator.

You can contact the Feedback Coordinator a number of ways:



QR Code

Scan the QR code to access the online feedback form



Online Feedback Form

www.bendigohealth.org.au



Email

feedback@bendigohealth.org.au



Mail

Feedback Coordinator
PO Box 126
Bendigo 3552



Phone

03 5454 9079

What happens next?

A member of our Feedback team will contact you within 5 business days of Bendigo Health receiving your feedback.

We will check with you that we understand your concerns and then discuss how Bendigo Health will investigate and work with you to resolve the issues.

If you are providing feedback to Bendigo Health on behalf of someone else, we will need to seek their permission to investigate the concerns.

We aim to respond to your concerns within 30 days, where possible.



Excellent Care. Every Person. Every time.

Providing feedback

At Bendigo Health, we work together to provide Excellent Care, Every Person, Every Time, however sometimes we may not meet your expectations.

We encourage you to share your feedback so that we can improve the care we provide.

If you are providing a compliment we will ensure it reaches the relevant department so it can be shared with the staff involved.

This brochure contains information about Bendigo Health's feedback process.

Bendigo Health aim to resolve all complaints, however if you remain dissatisfied with the outcome of your complaint you are encouraged to contact the relevant organisation:

Health Complaints Commissioner
www.hcc.vic.gov.au
1300 582 113

Mental Health and Wellbeing Commission (MHWC)
www.mhwc.vic.gov.au
1800 246 054

Aged Care Quality and Safety Commission
www.agedcarequality.gov.au
1800 951 822

NDIS Quality and Safeguards Commission
www.ndiscommission.gov.au
1800 035 544

Bendigo Health's privacy information can be located at:
www.bendigohealth.org.au/my_information

If you require an Interpreter:



Talk to the staff looking after you or call the Translating & Interpreting Service (TIS)
131 450

We value your feedback: Complaints Compliments Suggestions

