



YOUR FEEDBACK

Your feedback is used as part of Mansfield District Hospital's ongoing Quality Assurance process.

Compliment
 Suggestion

Complaint
 Comment

Tick which ever applies

Mansfield Hospital
 Buckland House
 Bindaree Retirement
 Visiting Nursing
 Other area: (please specify)

If you would prefer to remain anonymous please tick here

Name:

Address:

Post Code: Telephone:

Date: Signature:

Details (Brief Summary):

(please continue on a separate sheet if necessary)

Office use only this section Reference No.: Date Received:

Received via:
 Email
 Post
 In Person
 Phone
 Other.....

Result of Investigation:

Action To Be Taken:

Preventative Action Taken:

By Whom: When:

Action Closed Out: Date Closed out: Signature:

Date evaluation of effectiveness conducted: Has Preventative Action been Effective?

Evidence of effectiveness:

EXTERNAL COMPLAINT OPTIONS:
 The Office of Health Services Commissioner; 8601 5200 or Toll Free 1800 136 066
 Or Victorian Ombudsman 03 9613 6222, Toll Free (Regional only) 1800 803 314
 Or Office of Public Advocate – 9603 9500 or Toll Free 1800 136 829
 Elder Rights Advocacy – (03) 9602 3066 or Toll Free 1800 700 600