

What to expect

We will work with you to assess how best to resolve any concern or complaint in an open and transparent manner. Where appropriate, we will investigate your concern or complaint to understand what happened and why and to find ways to prevent it from happening again.

You can help us by providing as much relevant information as possible and letting us know what outcome you are seeking from your complaint.

What we will do

We will keep you informed about the progress of your complaint along the way and advise you of the outcome.

Further Information

If you would like more information about how VMCH handles and addresses complaints, you can access the **Client Complaints Policy** here:

vmch.com.au/policies

External Complaint Mechanisms

If you do not feel comfortable raising a complaint directly with us or continue to be dissatisfied after raising your concern with us, assistance is available. These services are free and confidential.

Older Persons Advocacy Network (OPAN):

Promoting the rights of aged care recipients.
1800 700 600

Aged Care Quality and Safety Commission:

For complaints about government-funded aged care.
1800 951 822

Disability Services Commissioner:

For complaints about your disability support service.
1800 677 342

National Disability Insurance Scheme

For complaints about the NDIS.
1800 800 1100

Health Complaints Commissioner:

For complaints about Victorian health procedures.
1300 582 113

Have Your Say

Are we meeting your needs?

If you have a concern, chances are that you are not alone.

Your feedback could make us aware of problems that we don't know about. So, we want to hear from you.

Let's talk

We take all feedback seriously and want to understand how we can best deliver services to you.

You are welcome to speak directly to our staff or management if you have any issues you wish to raise. This is the best option to address and resolve concerns quickly and effectively.

If you would like to raise a serious concern more formally, you can put it in writing and send to the relevant manager.

There are suggestion boxes at sites where this form can be placed, or you can hand to reception. We also welcome feedback via email and phone.



VMCH 486 Albert Street
East Melbourne VIC 3002
haveyoursay@vmch.com.au

Your Feedback Form

Please complete your feedback below.

If you require additional space, please attach a second form or sheet of paper.

This is a

compliment

complaint

comment/suggestion

For which service? _____

I am a

care recipient

family member

representative

staff member on behalf of care recipient

other _____

Name (optional): _____

Date: _____

Contact details (optional): _____

If you wish to be contacted, please outline your preferred method

phone call

email

letter

face to face

