



**Compliments,
suggestions,
complaints**

**Bendigo Community Health Services
appreciates and welcomes your
feedback.**

Provide us with your feedback via this form, or via our website. Scan the QR code or go to



www.bchs.com.au



Happy with your care? Please tell us what we did well.

Do you have any suggestions for improving what we do?

Unhappy with your care? Please tell us your concerns.

Your name (optional)

Phone (optional)

Date:

Please tick for YES response:

- Would you like us to call you, so that you can provide more information?
- Do you access NDIS services through BCHS?
- Do you require any aid/support or an interpreter?
- Would you like a response to your feedback?

What happens now?

We will acknowledge receipt of your compliment, suggestion and/or complaint within 4 business days.

We will respond to you either in person or by phone, email or letter within 30 days.

Office use only section: to be used in conjunction with BCHS Policy & Procedures

ACTION	DATE	HOW	BY WHOM
Acknowledgement of receipt of compliments suggestions and/or complaint to client completed			
Forwarded to Office of the CEO			
Issues followed up by			
Compliment, Suggestion or Complaint closed			
<p>Note: closing the complaint - if the complainant accepts the response, the complaint is closed, if not accepted the complaint remains open and the complainant should be informed of alternative recourse.</p>			

FURTHER SUPPORT

The Victorian Complaints Commissioner can support you if you have a complaint which you do not feel has been resolved by BCHS:

Contact the Commissioner on:
 1300 582 113
 Level 26, 570 Bourke Street, Melbourne
 Victoria 3000

If you need an interpreter, call the Vic HCC via TIS National on 131 450.

If you are Deaf, hard of hearing or speech impaired, contact the Vic HCC via the National Relay Service.

