



**Compliments,
suggestions,
complaints**

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

**Scan the QR code to give your feedback via our
electronic form.**



bchs.com.au



I am a...☐**Client**☐**Parent or guardian of client**☐**Carer**☐**Family or friend of client**☐**Other** _____**What is your name?**

(optional)

What is your phone**number? (optional)**

What is your address? Include suburb/city and postcode.

(optional)

What is your email address? (optional)

Do you require any aid/support or an interpreter?☐**Yes** (please specify) _____☐**No****What type of feedback would you like to provide?**

(Please tick a box)

☐**Compliment**☐**Complaint**☐**Suggestion**☐**Other**

Date of feedback _____ / _____ / _____

What is the service, program, building or facility that you would like to provide feedback on?

What is your feedback?

Would you like to receive a response to your feedback?

☐

Yes (please specify email, phone call or letter via post)

☐

No

If you need support to provide feedback please contact us:

Call: (03) 5406 1200

Email: feedback@bchs.com.au

If you need an interpreter to help with your feedback, call the Translating and Interpreting Service (TIS) on **131 450**



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

If you have a complaint which you do not feel has been resolved by BCHS, you can lodge a complaint with the relevant commissioner:

The Victorian Health Complaints Commissioner
<https://hcc.vic.gov.au/>

The Disability Services Commissioner
<https://odsc.vic.gov.au/>

The Aged Care Complaints Commissioner
<https://www.agedcarequality.gov.au/>

NDIS Quality and Safeguards Commission
<https://www.ndiscommission.gov.au/>

Where requested or required, a BCHS staff member will respond to your feedback within 30 days.