

Suggestions & Complaints

Castlemaine District Community Health (CDCH) is committed to providing quality services to our Community. We welcome your feedback and ideas about our services, and how we could better meet community need. You can assist us by completing this form at any time you would like to comment.

Return the completed form to:

Castlemaine District Community Health
13 Mostyn Street, Castlemaine 3450

We encourage you to tell us;

- what you like about the service
- what you don't like
- changes you would like to see at CDCH

Your suggestions and complaints are reviewed by the CEO and action delegated. We value your input to assist our service in maintaining high standards.

If any complaint is not actioned to your satisfaction, write a letter to the Board of Directors at the following address, and request a formal inquiry:

Chairperson of the Board of Directors
Castlemaine District Community Health
13 Mostyn Street, Castlemaine 3450

(Throughout this process you have the right to an advocate).

If you are still not satisfied you can contact;

Office of the Health Services Commissioner
Level 30, 57 Bourke St., Melbourne 3000
Ph: 03 8601 5200 or Toll Free 1800 136 066
www.health.vic.gov.au/hsc

Castlemaine District Community Health
13 Mostyn Street, CASTLEMAINE 3450

P: 03 5479 1000 F: 03 5472 3221 email@cdch.com.au

www.cdchcastlemaine.com.au

Hours: Monday to Thursday 9—5pm, Friday 9—4.30pm

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*Your Health
Your Community
Your Community
Health Centre*



Castlemaine
District
Community
Health

COMMUNITY HEALTH
Information Resources Promotion



Compliment



Suggestion



Complaint

Consumer Feedback form—Compliment, Suggestion, Complaint

Please share your thoughts on our service. Today's date;

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If you would like us to contact you about this matter, please fill in the following details:

Name:

Address:

Phone:



OFFICE USE ONLY

Received by.....

Date

Action to be taken

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Action completed by.....