

Who can make a compliment or complaint?

Any person attending Orbst Regional Health as;

- A patient
- A Visitor
- A contractor
- A supplier
- Carer or Guardian

You should complete this form at any time when you feel;

You have a reasonable issue that causes you stress - concern - or an inability to move forward.

Something that we have done to make you either happy or unhappy.

We are committed to addressing issues efficiently, effectively and confidentially.

If you would like to compliment our service or a staff member, we ask you to consider completing this form so that we can recognise the good work being carried out.

We want to;

- Encourage your input to deliver a high standard in care to all community members
- Have a system that respects your rights, privacy and dignity
- Give you an opportunity to have your say
- Provide response efficiently, outlining findings and new processes to prevent a repeat occurrence
- Receive input from our community by any method; verbally, written, telephone or email. These options allow you to voice your concerns whether positive or negative.
- Ensure that you have information on how to take complaints further externally of our organisation

For further information on the Complaints or Commendations process, or for information on how to escalate an unresolved complaint, please see the Complaints Officer



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COMPLAINTS & COMPLIMENTS

Enriching our community's health...



