

## Who can make a compliment or complaint?

Any person attending Orbost Regional Health as a:

- patient
- visitor
- contractor
- supplier
- carer or guardian

You are encouraged to 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 makes you either happy or unhappy.

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.

**Orbost Regional Health values the input from our community.**

## We would like to

- Encourage your input to deliver a high standard of care to all community members.
- Give you an opportunity to have your say.
- Provide response that outlines findings and new processes to prevent a repeat occurrence.
- Ensure that you have information on how to take complaints further externally of our organisation.

**Orbost Regional Health abides by the Australian Charter of Healthcare Rights to ensure Access, Safety, Respect, Communication, Participation, Privacy and Comment**



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## *Outstanding Rural Healthcare*



# COMPLIMENTS and COMPLAINTS

We are committed to addressing feedback in order to improve services

