

Feedback Form

We welcome all feedback as it helps us improve our services

Type of feedback <i>(please select)</i>	Compliment	Complaint	Suggestion / General comment	
Which program or service is your feedback about?				
Are you a: <i>(please select)</i>	Client	Carer	Relative	Member of the public
	Volunteer	Advocate	Other: <i>(please describe below)</i>	

Complaints

What would be the best outcome for your complaint? *(please tick all options that apply)*

Apology	Policy / procedure change	Change / review of decision
Service provided	Information provided	Fee waived or reduced
Fee refunded	View acknowledged	Other <i>(please describe below)</i>

Personal information

We will provide you with a written response to your feedback. How would you like to receive our response?

Email* *Please provide address below*
 Posted Letter* *Please provide address below*
 I do not want a response

Providing your personal information is optional. But without your details, we can't contact you for more information.

I wish to remain anonymous

Your name: _____ Date of birth: _____

Email address: _____ Phone number: _____

Postal address: _____

If you are providing feedback for someone else, please provide their name below:

Do you require an interpreter? *(please select)* Yes No

If 'Yes', what language do you require?

Please provide your feedback below

Latrobe Community Health Service operates Link Health and Community, headspace Morwell and La Trobe University Medical Centre. All feedback is managed through Latrobe Community Health Service.

Once you have completed the form you can:



Deliver in person:

Hand in at any
Latrobe Community Health
Service location



Return by mail:

Post free of charge to:
PRIVATE & CONFIDENTIAL
Quality Officer
Latrobe Community Health Service
Reply Paid 960
MORWELL VIC. 3840



Email to:

feedback@lchs.com.au

What happens next?

We will be in touch within two working days. If you have made a complaint, we will give you the contact details of the manager who will investigate your complaint. If your complaint is about a staff member, be assured that the manager will respect your confidentiality in managing the complaint. We aim to investigate and respond to your complaint within 30 working days.

Latrobe Community Health Service supports consumer rights to submit feedback anonymously but may be limited when investigating such complaints. LCHS's complaints procedure adheres to all relevant state and commonwealth privacy and records management legislation and aligns with the *2020 Health Complaints Act* complaint handling standards.

Visit the [LCHS website](#) for more information.

