

Feedback Form

We welcome all feedback as it helps us improve our services.

Your details:

Providing your personal information is optional but without your details, we cannot contact you for more information or provide a response to your feedback.

I wish to remain anonymous

Name:

Preferred contact method:

Email address:

Phone number:

Postal address:

Do you identify as Aboriginal and / or Torres Strait Islander? Yes No Prefer not to say / Unknown

If you require an interpreter, what language do you require?

Client Details:

If you are providing feedback on behalf of someone else, please provide their details below.

They wish to remain anonymous

Their name:

Their Date of Birth:

Do they identify as Aboriginal and / or Torres Strait Islander? Yes No Prefer not to say / Unknown

If they require an interpreter, what language do they require?

Which program or service is your feedback about?

Please provide your feedback below:

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 passed on a suggestion or compliment, your feedback will be forwarded onto the relevant manager who will investigate your suggestion or pass on your compliment to the relevant staff. If you have made a complaint, a senior staff member will contact you to discuss your feedback. 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.