




# Northern Health Aged Care Feedback and Complaints

We need your help to improve how we care for you and ensure you have a positive experience. Tell us what we did well; and what we could have done better. Your feedback can be a compliment, complaint or suggestion.

## How can you share your feedback or complaint?

 Tell Us in Person

 Scan QR code:

 Call: Patient Experience Office  
03 8405 2457




## If you need help reporting your feedback, you can contact:

 Interpreters:



- TIS National on 131 450
- Aboriginal Interpreter Service (AIS) on 1800 334 944.

 Advocates:

- Older Persons Advocacy Network (OPAN) on 1800 700 600

There is no charge for using these services.

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## What happens to your complaint?

### We will try to solve it right away

- The staff member you speak with will try to understand your concerns and find a solution with you right away.
- If they can't help, they'll ask their manager for support.

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### We will look into it if needed

- If your concern isn't resolved, it will be sent to our Patient Experience Office.
- Let us know if you want to be involved in resolving your complaint.
- Patient Experience Office will review your feedback, look into your complaint, and talk to the staff involved.
- For serious matters, we have a team who review the situation to understand what happened and how we can prevent it from happening again.

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### We will let you know what we did

- Our Patient Experience Office will contact you with a response.
- This may include an apology for your experience, answers to your questions, and details on what we're doing to address your complaint.

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### If you are not satisfied

You can contact the Aged Care Quality and Safety Commission.

- By Phone: 1800 951 822.
- Online at [www.agedcarequality.gov.au/](http://www.agedcarequality.gov.au/)

You will not be treated unfairly for making a complaint to the Commissioner. We respect your right to have your voice heard.