

If you feel unhappy about how
you are being treated by the service,
or you think that you are not getting
the service that you expect,
you have the right to complain.

Dealing with your complaint

All complaints will be taken seriously and dealt with thoroughly, quickly and in confidence.

The service is committed to providing you with the best possible care and treatment. Your complaints and feedback will help improve our service.

General feedback

If you have general feedback about the service, for example:

- things that you like,
- things that could be improved,

you can let us know by filling out the feedback form provided at reception. Return the form using the envelope provided or place in the feedback box.



How
to make a
complaint

What happens when you make a complaint?

If you wish to complain verbally

Follow the process outlined in the *how to make a complaint* section. At any time during this process you can also put your complaint in writing.

If you wish to complain in writing

Complete the complaints form available at reception. Return using the envelope provided or place in the feedback box.

Write in any language, we will translate your letter.

Once you have made a complaint, someone from the service will contact you. Making a complaint will not disadvantage you or your child. Your complaints will be treated in strict confidence.

How to make a complaint

If possible, it is best to raise your complaint with the person concerned.

Sometimes this can be difficult, so you may like to:

- ask a friend or relative to act on your behalf
- contact an external advocate (that represents consumers).

The contact details of these external advocates are listed below:

The Office of the Public Advocate

436 Lonsdale Street

Melbourne, 3000

Telephone: 9603 9500

The Mental Health Review Board

30th Floor

570 Bourke Street

Melbourne. 3000

Telephone: 8601 5270

The Health Services Commissioner

30th Floor

570 Bourke Street

Melbourne. 3000

Telephone: 8601 5270

Step 1

Speak to your health professional about your complaint. If you find this difficult, or if you are not satisfied with their response, go to step 2.

Step 2

Contact the service's Operations Manager on 9345 6011, or if you prefer, complete a complaints form. You will then be contacted to discuss your concerns. If you are still not satisfied go to step 3.

Step 3

If you are not happy with how your complaint is being handled, you could contact:

- The Director of Clinical Services
Telephone: 9345 6011
- The Royal Children's Hospital Clinical Support Services
Telephone: 9345 5522
- One of the external advocates listed.

