

We are listening and learning

Our aim is to provide excellence in care and service for every patient, every person, every time. We welcome feedback because it helps us to provide a better service.

We strongly encourage you to raise your concerns as soon as possible with the staff who are caring for you.

What if I have a compliment?

Complete this form and we will pass on your compliments to the relevant service

What if I have a complaint?

First try and resolve your complaint with the staff or unit manager concerned. If the matter remains unresolved after these efforts complete this form or contact the Clinical Governance Unit (02 6051 7546). We may contact you if we need to clarify the information you have given us.

Need help with this form?

If you need help to fill in this form please ask a staff member or a friend or family member.

What do I do with this form?

Give the form to one of our staff, place it in one of the "Feedback Boxes" or posit it to us -
Albury Wodonga Health
Clinical Governance Unit
PO Box 326
Albury NSW 2640

Other avenues for complaint

NSW Health Care Complaints Commission

Level 13, 323 Castlereagh Street
Sydney NSW 2000
1800 043 159 Email: hccc@hccc.nsw.gov.au

Victorian Health Services Commissioner

30th Floor, 570 Bourke Street
Melbourne VIC 3000
1800 136 066 Email: hsc@dhs.vic.gov.au

Victorian Mental Health Complaints Commission

Level 26, 570 Bourke Street
Melbourne VIC 3000
1800 246 054 Email: help@mhcc.vic.gov.au

Do you have a compliment, concern or complaint?



If you are happy about our service, or have a concern or complaint, talk to one of our staff or fill in this form

Albury Wodonga Health

Clinical Governance Office
PO Box 326 Albury NSW 2640
Phone: (02) 6051 7546
Email: feedback@awh.org.au



