

OUR COMMITMENT

Albury Wodonga Health seeks to provide the best of health and wellbeing with a positive experience for all patients, their carers, families and friends, who access our services.

OUR VALUES

This commitment aligns with our key values of:
COMPASSION | RESPECT | EQUITY

WE ARE LISTENING & LEARNING

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.

YOUR PRIVACY

We encourage you to provide your name and contact details if you have a concern or complaint as this will assist us to inform you about the outcome of our investigation. Please be assured that your details will be treated confidentially.



This publication has been reviewed by the Consumer-led ORCHID Committee and has the consumer endorsed tick of approval.

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 7366.

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 Service Commissioner
30th Floor, 570 Bourke St
MELBOURNE VIC 3000
1800 136 066 Email: hsc@dhs.vic.gov.au

Victorian Mental Health Complaints Commission
Level 26, 570 Bourke St
MELBOURNE VIC 3000
1800 246 054 Email: help@mhcc.vic.gov.au

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 post it to us:

Albury Wodonga Health
PO Box 326
ALBURY NSW 2640

Victorian Health Experience Survey

Please note that you may receive an invitation to participate in the VHES. As this is a different process to the information provided in this brochure, we encourage you to also complete the VHES survey.

My Experience



We welcome feedback because it helps us provide you with a better service.

