

## How do I submit this form?

One of the following ways:

- Hand it to a staff member.
- Place it in the 'consumer feedback' box at Reception areas throughout the hospital.
- Post to:

Consumer Advocate  
Wimmera Health Care Group  
83 Baillie Street  
HORSHAM 3400

## What is the Consumer Advocate?

The role of the Consumer Advocate is to listen to you and facilitate all consumer feedback. If you would prefer to discuss your feedback rather than complete this form please contact the Consumer Advocate: Mrs Katrina Perroud or Ms Alicia McGrath 5381 9331

## What happens to your feedback?

Once received by the Consumer Advocate's Office, an acknowledgement of receipt letter will be sent to you. If the feedback is a complaint, issue of concern or suggestion an investigation into the matter will commence. At the completion of this, a letter will be sent to you outlining the findings (usually within 40 days).

# “Have your say”!

## Consumer Feedback

Your feedback is important to us.

Any compliments, suggestions or concerns are welcome opportunities



