



Client complaints and compliments

We welcome your feedback - it's important to us!

Feedback can be a:

- **Compliment** about our services or staff
- **Complaint** about our services or staff
- **Suggestion** on how we might improve.

You can provide feedback by:

- Talking to a BCH staff member.
- Completing a feedback form found on our website or using this code.



- Completing a feedback form available at each BCH site and placing it in the feedback box.

You can provide your details if you wish to speak to us further about your feedback, or you can provide your feedback anonymously.

If you make a complaint, we will:

- **Investigate** your complaint promptly and thoroughly.
- **Take action**, where appropriate.
- **Reply** to your complaint – if you want us to.



If you are not satisfied with the outcome of your complaint you can contact:

Health Complaints Commissioner

Ph: 1300 582 113 www.hcc.vic.gov.au

Aged Care Quality and Safety Commission

Ph: 1800 951 822 www.agedcarequality.gov.au

NDIS Quality and Safeguards Commission

P: 1800 035 544 www.ndiscommission.gov.au

Mental Health and Wellbeing Commission

P: 1800 246 054 www.mhwc.vic.gov.au

Ballarat and Grampians Community legal service

Ph: 1800 466 488 www.bgcls.org.au

