



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 need any additional help providing feedback, please speak to any of our staff members.

Feedback of any kind will never impact negatively on the services we provide you.

You have the right to withdraw a complaint at any stage. You can do this by speaking to a staff member or contacting feedback@bchc.org.au

If you make a complaint, we will:

- **Respect** your privacy and protect your information.
- **Investigate** your complaint promptly and thoroughly.
- **Take action**, where appropriate.
- **Keep you involved** and updated as we resolve your complaint, as much as you would like us to.
- **Use** this information to improve our services.

If you are not satisfied with the outcome of your complaint or are not comfortable making a complaint to BCH, you can contact:

Health Complaints Commissioner

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

Aged Care Quality and Safety Commission

Ph: 1800 951 822 agedcarequality.gov.au

NDIS Quality and Safeguards Commission

Ph: 1800 035 544 ndiscommission.gov.au

Mental Health and Wellbeing Commission

Ph: 1800 246 054 mhwc.vic.gov.au

Allied Justice Community Legal Services

Ph: 1800 466 488 alliedjustice.org.au

Please see further information for **Whistleblower Protections**

Ballarat Community Health

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