

If you prefer, please post this form to:

The Community Liaison Officer
Goulburn Valley Health
Graham Street
SHEPPARTON VIC 3630

If you wish to make a formal complaint, please contact:

The Community Liaison Officer
Goulburn Valley Health
Graham Street
SHEPPARTON VIC 3630
Phone: (03) 5832 2258
Website: www.gvhealth.org.au

If you believe that your concerns have not been addressed, you may contact:

The Health Services Commissioner
Level 30, 570 Bourke Street
MELBOURNE VIC 3000
Phone: (03) 8601 5200 or
Freecall: 1800 136 066
Email: hsc@dhs.vic.gov.au

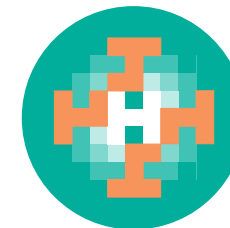
**Thank you for taking the time to complete this form.
Your contribution will assist in making GV Health
a better health care service.**

GV Health is a smoke free environment

**For further information about GV Health
visit the website**

www.gvhealth.org.au

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For Review: July 2011



GOULBURN VALLEY
HEALTH
CARING FOR YOUR COMMUNITY

Compliments, Comments or Concerns

We would like to hear from you

**Goulburn Valley Health would appreciate any comments you
may have about the service and care you received during
your time at Goulburn Valley Health.**

**When completed this form can be left with any staff member
of Goulburn Valley Health. It will be forwarded to the
Community Liaison Officer for attention.**

OUR VISION

To be the best provider of rural healthcare and education.

OUR MISSION

To provide co-ordinated services that enhance the health and well-being of the community.

STATEMENT OF VALUES

Goulburn Valley Health is committed to:

- Serving rural needs
- Integrated planning
- Continual improvement
- Quality and Safety
- Staff development
- Responding to cultural diversity
- Financial responsibility
- Equity of access
- Consumer participation

Date: _____

**Do you have any comments about your contact with GV Health?
Please give details:**

If you have a concern, how do you believe the situation could be corrected or improved?

Do you have any other suggestions as to how your experience at GV Health could be improved?

If you would like a response to your comments, complete your contact details below.

Name: _____

Address: _____

Telephone: _____