

Feedback form - compliments, comments and complaints



Tell us what you think. Help us to improve your hospital.

Western Health welcomes compliments, suggestions and complaints about the care or service provided to you. We value your feedback because it helps us to improve the services and care that we provide.

Where do I begin?

Speak to our staff: The first step is to provide feedback to the person who is in the best position to help you.

This will usually be the person providing your care, such as a nurse, doctor or allied health professional. You can also speak with the Nurse in Charge or the Manager of the area or Department.

In most cases, they will be able to help you. If you are unhappy with the response, you can contact the Patient Representative Team.

Other ways to provide feedback

1. Email: Write to us at feedback@wh.org.au
2. Phone: Call the Patient Representative Office on 1800 319 631
3. Fill out this feedback form: Place it in a Feedback box located on the ward or in the Patient Health Information Areas, or send it via post.
4. Mail: Patient Representatives, Sunshine Hospital, 176 Furlong Road, St Albans 3021

Today's Date:

Type of Feedback: compliment complaint comment/suggestion

Patient Details:

I would like to remain anonymous and understand I will not be contacted

Name:

Date of Birth:

Hospital Number (If known):

Preferred Contact Method (select one):

Contact Number:

Email Address:

What area do you have feedback about?

Sunshine Hospital

Footscray Hospital

Joan Kirner Women's and Children's

Williamstown Hospital

Sunbury Hospital

Hazeldean

Drug Health Services

Community/Home Based Services

Other:

What is your feedback?

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Do you require a reply to these comments?

Yes No

What would you like to see happen as a result of your comments?

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The Australian Charter of Healthcare Rights describes the rights of all people who use the Australian healthcare system. Copies of the charter in community languages are available near the main entrance of all Western Health hospitals, or ask a staff member or volunteer.

For more information, visit www.safetyandquality.gov.au/australian-charter-healthcare-rights



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