

# My comments

My comments are about:

- Services
- Facilities such as meeting rooms, toilets
- Staff
- Other \_\_\_\_\_

If you would like to hear back from us, please write

Your name:

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Your phone number:

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Email (optional):

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Address (optional):

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Your comments:

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# Contact us

 5421 1666 - Kyneton/Romsey  
 9744 4455 - Sunbury  
 5421 1680 - Woodend

 admin@scchc.org.au

 www.sunburycobaw.org.au

 5422 2161

 1 Caroline Chisholm Drive, Kyneton  
 142 Main Street, Romsey  
 12-28 Macedon Street, Sunbury  
 49 Forest Street, Woodend

Scan the QR Code with your mobile device to send us some feedback:



# Your Feedback



Tell us about your experience at Sunbury and Cobaw Community Health



## Tell us what you think

Tell us about your experience at Sunbury and Cobaw Community Health, good or bad, and any suggestions you have. What you tell us helps us to improve our service.

### These are some ways you can tell us what you think:

- Talk to our staff
- Fill in this form and leave it at reception
- Email [feedback@scchc.org.au](mailto:feedback@scchc.org.au)
- Call 9744 4455
- Via our website

[www.sunburycobaw.org.au/contact-us/feedback](http://www.sunburycobaw.org.au/contact-us/feedback)

## Questions and answers

### What happens with my feedback?

We will look into what you tell us. If you want to hear back from us, a manager will contact you within two working days for complaints or five working days for a compliment. Your feedback will help us make our service better.

### Is it ok to complain?

Yes. All complaints and concerns will be looked into. Your feedback will in no way disadvantage you in the care you get.

### Do I need to give my name?

No, but if you would like to hear back from us we need your name and some contact information.

## Taking your complaint further

### What if I'm still unhappy with Sunbury and Cobaw Community Health's response?

You can call the:

- Aboriginal and Torres Strait Islander Advocacy Team Rights Information and Advocacy Centre  
(03) 5222 5499
- Aged Care Complaints Commissioner  
1800 550 552
- Disability Services Commissioner  
1800 667 342
- Health Services Commissioner  
1300 582 113
- Mental Health Complaints Commissioner  
1800 246 054

