



Help in your language

GLCH can arrange interpreters free of charge to assist customers who speak little or no English, or whose first language is Auslan (Australian Sign Language).

For more details, please contact your service provider.

### Confidentiality

All clients have the right to expect that information provided will be kept confidential. For more information, please refer to the brochure 'Your Information - It's Private'.

### Let us know what you think

Listening to customers is important as it helps us improve our services. Customers wishing to provide compliments, complaints or suggestions can do so by completing our Consumer Feedback brochure (available at all reception areas) or by emailing [feedback@glch.org.au](mailto:feedback@glch.org.au)

If you do not believe that your concerns have been dealt with adequately, you may contact the [Health Services Commissioner](#).

Level 30, 570 Bourke Street  
MELBOURNE VIC 3000  
Telephone: 8601 5200 or  
Freecall: 1800 136 006  
Fax: 8601 5219



### Sites around East Gippsland

#### Bairnsdale

281 Main Street  
Bairnsdale, Vic, 3875  
Phone: 03 5152 0052  
Fax: 03 5153 1087

#### Bruthen

Main Street,  
Bruthen, Vic, 3885  
Phone: 03 5157 5744  
Fax: 03 5157 5749

#### Lakes Entrance

18-26 Jemmeson Street,  
Lakes Entrance, Vic, 3909  
Phone: 03 5155 8300  
Corporate Fax: 03 5155 4057  
Medical Fax: 03 5155 2119

#### Metung

100 Kings Cove Boulevard  
Metung, Vic 3904  
Phone: 03 5155 8300  
Fax: 03 5155 2119

#### Email

[contact@glch.org.au](mailto:contact@glch.org.au)

#### Website

[www.glch.org.au](http://www.glch.org.au)



# Tell us what you think

## Consumer Feedback

Your feedback is valued and it helps us to continuously improve our health services



Printed on 100% Recycled Paper

v1-140709

Bairnsdale | Bruthen | Lakes Entrance | Metung

I wish to make a (please tick):  Compliment  Suggestion  Complaint  Concern

What would you like to tell us?

---

---

---

---

---

---

---

---

Service Location (please tick):  Bairnsdale  Bruthen  Lakes Entrance  Metung

other \_\_\_\_\_

What would you like to happen?

---

---

---

---

Would you like a response to your feedback?

- No
- Yes (please provide your contact details in the column on your right)

Preferred method of contact

Address: \_\_\_\_\_

Telephone: (AH): \_\_\_\_\_ (BH): \_\_\_\_\_

Mobile: \_\_\_\_\_

Email: \_\_\_\_\_

Need help with the form?

If you need help filling in this form, please ask a staff member for assistance. An Interpreter can also be arranged if necessary.

What do I do with the completed form?

Hand the completed form to one of our staff members; place in the 'drop boxes' at reception or post to:

Consumer Feedback Coordinator  
Gippsland Lakes Community Health  
PO Box 429  
Lakes Entrance VIC 3909

When will you hear from us?

You should hear from us within five working days. If not, please contact the Consumer Feedback Coordinator on 5155 8300.

How else can I provide feedback?

Visit our website at:  
[www.glch.org.au](http://www.glch.org.au) and complete our online form.

Telephone 5155 8300 and ask to speak to the Consumer Feedback Coordinator.

*Thank you for your feedback. It will be managed in a fair, systematic and confidential manner. Consumer Feedback reports are provided regularly to the Directors and Executives at GLCH.*

**Staff Use Only**

Database No: .....  
Date: .....  
Staff Name: .....  
Forwarded to: .....  
Action taken: .....  
Resolved: " Yes " No (provide details) .....  
.....  
Feedback provided: " No " Yes (provide details) .....  
.....