

Tell us about your  
experience



## Language

You can also complete this form  
online using the QR code

## How did we do?

Your feedback is important to us and helps us know what we are doing well and where we need to improve.

We welcome and encourage consumers and their families to give us feedback about their experiences. All feedback is passed onto the relevant managers.

Your feedback might be:

- a compliment about a staff member or service
- a suggestion for improvement
- a complaint or concern about treatment or care provided

**We encourage you to talk to the healthcare team looking after you with your feedback, however you can also:**

- Complete pages 2 and 3 of this feedback form and place in a feedback box (located around the hospital)
- Write to us at:  
**Patient/Consumer Relations Coordinator  
Locked Bag 29, Clayton, Vic 3168**
- Complete an online feedback form at [www.monashhealth.org](http://www.monashhealth.org)
- Send an email to [feedback@monashhealth.org](mailto:feedback@monashhealth.org)
- Phone us on one of the following numbers

Casey Hospital	03 8768 1465
Cranbourne Centre	03 9554 8078
Dandenong Hospital	03 9554 8078
Kingston Centre	03 9265 1356
Monash Medical Centre	03 9594 2702
Monash Children's Hospital	03 9594 2702
Monash Health Community/Community Oral Health	03 9554 8078
Moorabbin Hospital	03 9228 8584
Mental Health	03 9554 9237
Pakenham Pregnancy Care Clinic	03 8768 1465



From home you can contact us by using the telephone interpreter on **131 450**.  
Interpreter services are provided free of charge



**What is the nature of your feedback?**

- Compliment                       Complaint                       Suggestion for improvement

**Do you wish to remain anonymous?**

- Yes                                       No

Anonymous feedback will be recorded and reviewed

**Where was the service provided?**

- Casey Hospital                       Cranbourne Centre                       Dandenong Hospital  
 Kingston Centre                       Monash Medical Centre                       Monash Children’s Hospital  
 Moorabbin Hospital                       Pakenham Clinic  
 Community Service (please specify service) .....  
 Mental Health Service (please specify service) .....  
 Other (please specify site/service) .....

Please specify the name of the Ward, Unit, Department or Service (if known)

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**Your details (person providing feedback)**

Name.....  
Address.....  
.....  
Phone.....Email.....  
Your relationship to the patient/consumer.....

**Patient/consumer details (if different from above)**

Name.....  
Address.....  
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Phone.....Date of Birth.....  
Email.....

Last reviewed: 12/11/2020	3	Consumer Reviewed
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