

Complaints
Compliments
Suggestions

StV

At St Vincent's we are always looking for opportunities to improve our service.

At St Vincent's we understand that our patients, clients, residents and visitors have valuable advice about how we can improve.

You know first hand the areas that work smoothly and those that don't, so we appreciate your feedback.

Complaints

If you are unhappy with any aspect of the health service, you are encouraged to let us know. This will help us to understand the needs of our patients, clients, residents and visitors and improve our service.

Any person attending a St Vincent's facility may make a complaint. The complaint process is confidential and will not be documented in your medical record. Making a complaint will not influence, in any way, the care or treatment you receive.

For further information on privacy, please refer to the 'Your Privacy' brochure.

If you have a complaint, it is often best to speak directly to a staff member or the ward/department manager straight away. If your complaint is not resolved and you would like further assistance, please contact the Patient Representative Officer on (03) 9288 3108 and leave your name and contact details. We will contact you to provide assistance and advice.

If you are making the complaint on behalf of a relative, St Vincent's will request that you obtain consent from

the patient so that we can access their medical record and consent for you to make a complaint on their behalf. This is required under the Privacy Act. A consent form will be sent to you with the request that both sections are completed.

If you require assistance to make a complaint, this support can be provided by a staff member, a family member or an external advocate.

An interpreter service is available if required at no cost to you.

The role of the Patient Representative Officer is to:

- Ensure that your complaint is thoroughly investigated and provide you with clear information and explanation
- Advise health service management about improvements that could be made as a result of your complaint

How is my complaint managed?

The Patient Representative Officer will thoroughly investigate your complaint. We aim to provide a response with 35 days.

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We welcome your compliments

Compliments

If you wish to pass on a compliment you can:

- Write directly to the staff or service you wish to thank
- Write to the Patient Representative Officer who will pass your thanks on to the relevant staff

Feedback

Should you wish to make any suggestions for improvement you can:

- Telephone the Patient Representative Officer on the number provided
- Write to the Patient Representative Officer at the address provided

Your compliments/suggestions will be forwarded to the appropriate department.

Contact details — St Vincent's

St Vincent's is an integrated health service. To provide a local response to your issue/complaint we have designated contact people at each of our key campuses. Please contact the relevant person below:

St Vincent's Hospital

Patient Representative Officer
PO Box 2900, Fitzroy VIC 3065
Tel: 9288 3108 Fax: 9288 3110

St George's Health Service

Patient Representative Officer
283 Cotham Road, Kew VIC 3101
Tel: 9288 3108 Fax: 9288 3110

St Vincent's Mental Health Service

Director of Clinical Services
PO Box 2900, Fitzroy VIC 3065
Tel: 9288 4329 Fax: 9288 4891

St George's Aged Psychiatry

Patient Representative Office
283 Cotham Road, Kew VIC 3101
Tel: 9288 3108 Fax: 9288 3110

Caritas Christi Hospice

Patient Representative Officer
104 Studley Park Road, Kew VIC 3101
Tel: 9288 3108 Fax: 9288 3110

Other contacts

Health Services Commissioner

Level 30, 570 Bourke St
Melbourne VIC 3000
Tel: 8601 5200 Free call: 1800 136 066

The Ombudsman Victoria

Level 22, 459 Collins St
Melbourne VIC 3000
Tel: 9613 6222

***Aged Care Complaints
Resolution Scheme***

c/o Commonwealth Department
of Health and Aged Care
GPO Box 9848, Melbourne VIC 3001
Free call: 1800 550 552

Elder Rights Advocacy

4B/343 Little Collins St
Melbourne VIC 3000
Tel: 9602 3066

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Mission

*Our health service is based on and driven by our quest for:
Compassion – Justice – Human Dignity – Excellence – Unity*