

# feedback



**we love to hear from you. please let us know if you are happy or not happy with our services**

- Talk to our staff
- Fill in the form on the back and put in feedback box in waiting areas or give it to our staff
- Email **feedback@cohealth.org.au**
- Write to **Quality Team**  
**cohealth**  
**90 Maribyrnong Street**  
**Footscray 3011**
- Phone the Quality Team **9448 6102**

## **frequently asked questions**

### *What happens with the feedback?*

We will look into what you say and respond within 30 days.  
Your feedback helps us improve services for our community.

### *Do I need to give my name?*

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

### *What if I'm not happy with the response to my feedback?*

You can phone the cohealth Quality Team **9448 6102** or  
contact the Health Complaints Commissioner **1300 582 113** or  
Mental Health Complaints Commissioner **1800 246 054** or  
Disability Services Commissioner **1800 677 342**



**Free access to interpreter.**  
**Phone 131 450 and ask them to call us**

# feedback form

date .....

I have an idea

I'm happy

I'm not happy

my comments are about:

cohealth site (location) .....

Service used.....

Staff member.....

Other .....

## your comments

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

**if you would like to hear back from us in response to your feedback, please write your preferred method of contact (name, address, phone or email):**

.....

.....

.....

.....

I need an interpreter, my language is.....