

TALLANGATTA HEALTH SERVICE

OUR VALUES

Willingly being accountable

Valuing people

Achieving results through teamwork

Integrity in all we do

Respect for others at all times



Compliments , Comments, Complaints or Concern?

Contact: Department Manager
or Chief Executive Officer

Phone: 02 60 715200

Write to: PO Box 77, Tallangatta VIC 3700

If you are not satisfied with how Tallangatta Health Service has managed your feedback please contact the:

Health Services Commissioner
Toll Free on 1300 582 113



Tallangatta Health Service is a smoke free facility

Services available at Tallangatta Health Service

- Acute Hospital Care
- Residential Aged Care
- Lakeview
- Bolga Court
- District Nursing Service
- Living at Home Services
- Medical Centre
 - ◇ Diabetes Education
 - ◇ Dorevitch Pathology
- Nurse Practitioner
 - ◇ Asthma Education
 - ◇ Women's Health
 - ◇ Continence
- Health Promotion
- Allied Health Services
 - ◇ Physiotherapy
 - ◇ Occupational Therapy
 - ◇ Dietitian
 - ◇ Podiatry
 - ◇ Social Worker/ Counselling
- Men's Shed
- Meals on Wheels
- Planned Activity Groups
- Exercise Classes & Strength Training

Last Reviewed June 2016

COMPLIMENT, COMMENT, COMPLAINT OR CONCERN?

We welcome your feedback

Please let us know



PO Box 77

25 Barree Street

Tallangatta

VIC 3700

Main Reception

Phone: 02 6071 5200

Fax: 02 6071 5293

Email: THS@ths.vic.gov.au

www.tallangattahealthservice.com.au

Please tick Comment Compliment Complaint Date:

What would you like to tell us?

Please note, if you are making a complaint, please describe **WHAT** happened, **WHO** was involved, **WHEN** the event happened and **WHERE** it happened.

COMPLIMENTS - are just as important as complaints. They let us know when we have done well, so that we can ensure good practice is embedded and becomes part of our day to day service.

What Happens To the Record Of Your Complaint/Compliment ?

A complaints register is maintained at THS. This includes a record of the complaint/ compliment, discussions with the complainant, results of investigations and the outcomes. This record is kept and treated with strict confidentiality. A summary of compliments/complaints is provided to the Board of Management.

Would you like feedback about your complaint?. We encourage you to provide contact details if making a complaint as this will assist us to inform you of the complaint outcome.

Your name:

Address:

Telephone number:

If you would like to know more about your rights or responsibilities please let us know.



Tallangatta Health Service endeavors to Provide High Quality & Effective Health Services