

FEEDBACK, COMPLIMENT AND COMPLAINT FORM

BEFORE LODGING A COMPLAINT

At Monash House Private Hospital we understand that your concerns are very important and we value consumer feedback as part of our quality improvement management system.

To provide timely resolution to your concern we ask that you first discuss your concern with the relevant departmental manager or nurse-in-charge before making a formal complaint. This will allow our staff to address your concern immediately. If your concern is related to medical treatment please inform the manager of the treating team promptly.

If you are not satisfied with the resolution and would like to proceed with a formal complaint, the following information is provided to assist you:

To Lodge Feedback, a Compliment or a Complaint

Complaints can be lodged via phone, in person or in writing. Complaints done in writing can be mailed or emailed to the Compliments/Complaints Officer (see contact details). Complaint forms are also available in the hospital, please ask staff to assist you.

When lodging your complaint you will be asked to provide personal details, so that department staff can contact you as appropriate through the progression of your complaint if needed. However, you can lodge an anonymous complaint if you wish.

The following details will be asked of you when lodging your complaint:

- What incident occurred and where
- When the incident occurred (date and time)
- Any staff that were involved
- What you would like to see happen as a result of raising your complaint

Investigation Process

Your complaint will be recorded and filed separately to your medical records and will be loaded onto our Quality and Risk management register. The complaints process is confidential. A response to your complaint will be made as promptly as possible providing you provide contact details and you wish to be contacted. Your complaint will be sent to the appropriate department for investigation by senior staff to ensure appropriate management.

Response Timeframe

Once the investigation is complete you will be informed of the outcome in verbally or in writing if contact details provided and a response was requested by you. Actions and improvements made will be identified and implemented as appropriate, and every effort will be made to prevent a reoccurrence.

It may take up to 30 days to complete the investigation. It is regrettable but investigations can sometimes exceed this deadline dependant on the nature and severity of the complaint.

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CONFIDENTIAL INFORMATION

DO NOT FILE THIS FORM IN THE PATIENT'S MEDICAL HISTORY

Date:	
Have you discussed your concern with the relevant Departmental Manager? <input type="checkbox"/> Yes <input type="checkbox"/> No	
INFORMATION ABOUT YOU	DETAILS OF THE PATIENT (IF NOT SELF)
Name:	Name:
Address or email:	Address or email:
Post code:	Post code:
Phone number:	Date of birth:
Mobile:	UR number if known:
Gender: <input type="checkbox"/> Male <input type="checkbox"/> Female	Gender: <input type="checkbox"/> Male <input type="checkbox"/> Female
Aboriginal/Torres Strait? <input type="checkbox"/> Yes <input type="checkbox"/> No	Aboriginal/Torres Strait? <input type="checkbox"/> Yes <input type="checkbox"/> No
Interpreter Required? <input type="checkbox"/> Yes <input type="checkbox"/> No	Interpreter Required? <input type="checkbox"/> Yes <input type="checkbox"/> No
Language if other than English:	Language if other than English:
Person with disability? <input type="checkbox"/> Yes <input type="checkbox"/> No	Person with disability? <input type="checkbox"/> Yes <input type="checkbox"/> No
Relationship to patient:	
Admission status of patient: <input type="checkbox"/> Inpatient <input type="checkbox"/> Outpatient <input type="checkbox"/> Discharged	
COMPLAINT SUMMARY	
To help us investigate your complaint, it would helpful for you to include as much detail as possible such as:	
<ul style="list-style-type: none"> • What happened? • When did this happen, when was it noticed (date/time)? • Where did this happen (e.g. Ward, Theatre, and Administration)? • Who was involved (e.g. Nurse, Doctor, and reception staff)? 	
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