

Your contact details are optional. However, we like to acknowledge compliments and suggestions and often find we need more information to resolve a complaint.

Name: _____

Phone: _____

Postal Address: _____

If this is a complaint, how would you like this to be resolved?



Your feedback, either positive or negative is valued by Murray Mallee General Practice Network. Your opinions provide us with further opportunities to continuously improve our service to you. We invite you to tell us about your experiences.

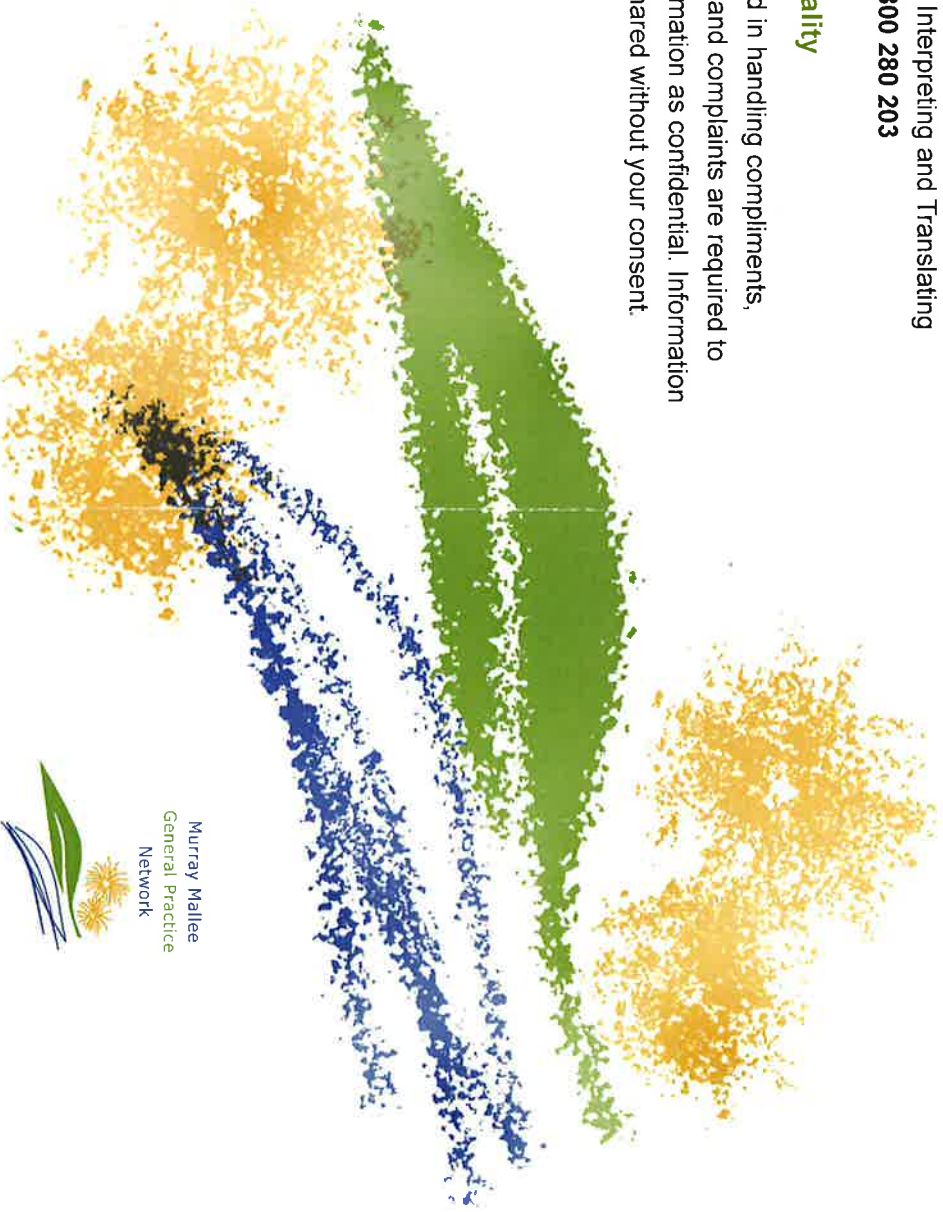
Interpreter services

Murray Mallee General Practice Network can provide details about local interpreting services or contact the South Australian Government Interpreting and Translating Centre on **1800 280 203**

Confidentiality

Staff involved in handling compliments, suggestions and complaints are required to treat all information as confidential. Information will not be shared without your consent.

Do you have a compliment, suggestion or complaint?



Murray Mallee
General Practice
Network

Murray Mallee General Practice Network
Phone: 8531 1303 Email: reception@mmgpn.org.au



What is a compliment?

A compliment is an expression of satisfaction about our service. It can be about an individual or the organisation.

What is a suggestion?

A suggestion is an expression of an idea for improving our services.

What is a complaint?

A complaint is an expression of dissatisfaction about our service. It can be about an individual or the organisation.

How to lodge a compliment, suggestion or complaint:

- > Complete this form and post to: MMGPN, PO Box 292, Murray Bridge SA 5253
- > **OR** – complete this form and deliver to: 64 Adelaide Rd, Murray Bridge
- > Phone us on 08 8531 1303 and ask to speak to management
- > Go to our Website and complete this form online at www.mmgnp.org.au
- > Go to our Website, print the form, complete and post or hand deliver
- > Don't want to complete form? Just email your compliment, suggestion or complaint to reception@mmgnp.org.au

Withdrawal of a complaint

You can withdraw your complaint anytime by contacting us at 08 8531 1303.

How will my complaint be handled?

Some complaints can be sorted out very quickly but others take more time. We will let you know what we are doing about your complaint and how long it may take. We will give you the name and contact details for the person who is managing your complaint.

If we cannot sort your complaint straight away, we will investigate the complaint and do our best to resolve it within 30 days.

We will keep you informed of the progress of your complaint and any decisions that are made will be explained to you.

You will not be disadvantaged or lose access to services because you have made a complaint. You have a right to complain and this is something we take very seriously.

If you are not happy with the outcome of your complaint contact:

- > Health and Community Services Complaints Commissioner
- > Phone: 08 8226 8666
- > Country SA from a landline: 1800 232 077
- > Write to: HCSCC, PO Box 199, Rundle Mall SA 5000

Date I lodged my complaint: _____

I am making a:

- Compliment
- Suggestion
- Complaint

Details:

Please attach if more paper required.