

Providing Feedback

At the Royal Dental Hospital Melbourne, we really care about doing the best we can to improve the care we give to all of our patients. We want to get your feedback on:

- Compliments – let us know what worked well.
- Suggestions - to help us improve our services.
- Complaints – let us know what didn't work well so that we can improve our service.

By listening to your feedback, we can work towards improving our services.

How can you provide feedback?

You can provide feedback:

- ***In person.***
Speak with our staff or the manager of the area.
Or you can request a feedback card from the reception desk and write your feedback down. Once completed, pop your card into our feedback box. You can find these boxes in the main waiting areas on all floors.
- ***By phone.***
Call (03) 9341 1000 or 1800 833 039 (if you are in the country) and speak with one of our patient support officers.
- ***By our electronic feedback form on our website.***
If you need help to complete the feedback form, please contact (03) 9341 1000.

- ***By post:***
Send to GPO Box 1273L, Melbourne VIC 3001 or complete one of our feedback forms available at the Hospital reception.
- ***By email:***
Contact our Safety & Quality team at: quality@dhsv.org.au and a member of the team will respond to you as soon as possible.

You are welcome to remain anonymous but know that if you do provide your details:

- We will treat you fairly and with respect.
- Your care will not be affected by any feedback you provide to us.
- We keep any information about the feedback confidential and do not store it in your patient record.

If you do remain anonymous, we will be unable to:

- speak with you about your feedback.
- or let you know our investigation findings.
- or talk about the actions we will put in place to improve our service.



Who will manage my feedback?

Feedback is the responsibility of the department they relate to. Managers will share information from feedback with their staff. The information shared will not be able to identify the person providing the feedback.

If you make a complaint, the relevant manager will work with you to resolve the issue.

As an organization, we look at our feedback themes to identify potential opportunities to improve care across the hospital.

How will my complaint be managed?

When we receive a complaint,

- We will forward the complaint to the relevant manager.
- We will send you a letter acknowledging that we have received your complaint.
- The relevant manager will contact you to discuss your complaint further. During this discussion, the manager will work with you to determine:
 - Your expectations. What do you want to see happen?
 - How you would like further information provided to you. Do you want us to call you or meet with you in person or send you a letter?
 - If you need any communication help. Do you need an interpreter or do you want to involve your carer or another support person in the process?
 - We will include a copy of our Privacy Policy and information about the Complaint Handling Standings in the letter we send you. You can also access this information on our website.

The manager will also step through our complaint process. You will expect to hear a response from us about your complaint within 30 days.

What happens if I am unhappy about how my complaint was resolved?

If you are not satisfied/happy with our service, please contact us. We take complaints seriously and aim to resolve them quickly and fairly.

If you remain dissatisfied/unhappy with our response, you may contact the Health Complaints Commissioner (HCC).

The HCC responds to complaints about health services and the handling of health information in Victoria. Their service is free, confidential, and impartial. To lodge a complaint with the HCC:

- Fill out a complaint form online at hcc.vic.gov.au or
- Phone 1300 582 113 between 9am and 5pm, Monday to Friday, to discuss your complaint.

