

How to make a complaint

We want to give you the best care. If you are unhappy, please tell us. We will listen and try to fix the problem within 90 days.

Our promise to you



We will be fair and kind.



We will keep your information private.



Making a complaint will not affect your future dental care.

How to tell us



Online: Fill out the form on our website.



Email: Write to quality@dhsv.org.au.



Post: Send a letter to GPO Box 1273L, Melbourne VIC 3001.



Phone: If you need help, call us on (03) 9341 1000.

If you are still unhappy



If we cannot fix the problem, you can contact the Health Complaints Commissioner (HCC).

The HCC is a free and private service. They do not work for the hospital.



Call: 1300 582 113



Website: www.hcc.vic.gov.au