COMPLIMENTS & COMPLAINTS

If you have any feedback about our Community Care Refurbishment project, please contact our Project Manager Kerry Bubica on 5237 8500 or kerry.bubica@gorh.vic.gov.au We highly encourage individuals to provide honest and open feedback knowing their opinions will be respected and kept confidential.

IS THERE ANYONE ELSE EXTERNAL TO GREAT OCEAN ROAD HEALTH THAT I CAN COMPLAIN TO?

We take complaints seriously and aim to resolve them quickly and fairly. However, if you remain dissatisfied 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.

Complaints about certain serious misconduct or corruption involving public health services in Victoria can be made directly to the Independent Broad-based Anti-corruption Commission (IBAC). Great Ocean Road Health encourages individuals to raise their concerns with IBAC if they are uncomfortable raising their concerns directly with Great Ocean Road Health or if they feel some detrimental action has been, or may be taken against them if they make a complaint.