

Feedback form

We value your feedback, whether it is a compliment, complaint, idea and/or suggestion about our services.



Talk to our staff



Email us at:
feedback@gatewayhealth.org.au



Phone 02 6022 8888 and ask to speak to the Quality and Standards Officer



Submit the online feedback form
gatewayhealth.org.au/contact-us/feedback



Write a letter and post to:
Quality and Standards Officer
Gateway Health
155 High Street
Wodonga VIC 3690



You can use an advocate to assist in providing feedback. An advocate could be a friend or relative, or you can contact the Regional Disability Advocacy Service on 1800 250 292 for a professional advocacy worker.

What happens with your feedback?

We will look into what you say. If you asked us to respond, we will do so within 30 days.

Note: We will need your name and contact information.

If you don't want to hear back from us you don't have to provide your details.

Not happy with our response to your feedback?

You can contact:

- Gateway Health Quality and Standards Officer - Phone 02 6022 8888
- Health Complaints Commissioner Victoria - Phone 1300 582 113
- Health Care Complaints Commission NSW - Phone 1800 043 159
- Mental Health Complaints Commissioner - Phone 1800 246 054
- Commissioner for Privacy and Data Protection Victoria - Phone 1300 666 444
- Disability Services Commissioner Victoria - Phone 1800 677 342
- Aged Care and Quality Safety Commission - Phone 1800 951 822
- NDIS Quality and Safeguards Commission - Phone 1800 035 544
- Victorian Equal Opportunity & Human Rights Commission - Phone 1300 292 153

Feedback form

Date:

I have a complaint

I have a suggestion

I have a compliment

I have a comment

Your feedback:

Would you like us to respond to your feedback?

Yes

No

If so, please let us know how you would like us to contact you:

Email

Phone

Mail

Name:

Contact details:

Thank you