Making a complaint

At Alfred Health, we work together to give the highest standard of care, however sometimes things can go wrong or your experience of care may not meet your expectations.

We encourage you to share your concerns so that we can improve the care we provide.

This brochure will help you through the process of giving feedback at Alfred Health.

Change in medical condition

If your concern is related to a worrying change in your medical condition or the medical condition of your loved one, or you feel something isn’t quite right you can activate a Let Me Know call.

1. Talk to your nurse
2. Talk to your doctor
3. If you are still concerned, call 1800 901 445

Contact information
Alfred Health – Patient Liaison Office
55 Commercial Road, Melbourne VIC 3004
alfredhealth.org.au
Telephone: 03 9076 8001
Email: feedback@alfred.org.au

Interpreter or AUSLAN
Talk to the staff looking after you or call TIS 131 450

Health Complaints Commissioner
If you remain dissatisfied with the outcome of your complaint, you are encouraged to contact the Health Complaints Commissioner
Telephone: 1300 582 113
Email: hcc@hcc.vic.gov.au
Health Complaints Commissioner
Level 26, 570 Bourke St
Melbourne VIC 3000

Mental Health Complaints Commissioner
Telephone: 1800 246 054
Email: help@mhcc.vic.gov.au
Address:
Level 26, 570 Bourke St
Melbourne VIC 3000
Talk to your healthcare team

If you have a complaint or concern, it is best to address it immediately. Talk directly with the team looking after you or your loved one.

Are you staying in hospital?
Tell the nurse looking after you or someone else in the team that you need to speak to the Nurse Manager.

If the Nurse Manager is unavailable, you can request to speak with the Nurse in Charge.

Have you been discharged from our care?
If you or your loved one is no longer under the care of Alfred Health you can provide your feedback online, over the phone, by email or by mail. See step 2 for details.

Are you here for an appointment?
Speak with the staff at the clinic reception, they will be able to assist you to get in contact with the right person who can speak to you about your complaint or concern.

If you are not satisfied, take further steps

If you feel your concerns have not been sufficiently addressed or you are no longer a patient at Alfred Health, then make a complaint to the Patient Liaison Officer.

You can do this a number of ways:

Online form
www.alfredhealth.org.au/give-feedback

Email
feedback@alfred.org.au

Mail
Patient Liaison Office
55 Commercial Road
Melbourne VIC 3004

Phone
03 9076 8001

Leave a short message with your contact details and we will get back to you.

What happens next?
A member of our Patient Liaison team will contact you within 2 business days.

We will check with you that we understand your concerns and then discuss with you how we will investigate and work with you to resolve the issues.

We will need your permission to access your medical records and we may need to ask your permission to investigate the concerns if someone is contacting us on your behalf.

We aim to resolve your concerns within 30 working days, where possible.