medicare

Mental Health Centre
Tuggeranong

We'd Love Your Feedback

You can provide complaints, compliments and suggestions about the health care you receive.

Your feedback is important to us for the improvement of care for you, and for others.

Your rights:

- To provide feedback without it affecting the way you are treated.
- To have your concerns addressed in a transparent and timely manner.
- Anyone can provide feedback including yourself, family members or carers.

How to provide feedback:

- Directly to your clinician.
- Complete the complaints and compliments form available via our website.
- Scan the QR code to complete the form or request a hard copy from reception.
- Leave your suggestions in our suggestions box at reception.
- Join our Consumer Advisory Group.

How to take your concerns further:

If you feel you cannot raise your concerns with us, or if you are not happy with our response, you may wish to contact:

- **ACT Health Services Commissioner** (for complaints about health services and health records in the ACT)
  https://www.hrc.act.gov.au/complaints
  Ph: 02 6205 2222
- **Australian Health Practitioner Regulation Agency** (if you are concerned that a registered health practitioner is placing the public at risk or is practicing in an unsafe way)
  www.ahpra.gov.au
  Ph: 1300 419 495

Scan to provide feedback