

What can I do if I have a concern?

If you are concerned, we are too.

To raise a concern, compliment or suggestion you can:

- Speak directly with your Facility Manager, nurse in charge or care staff
- Fill out a compliments, suggestions and complaints form, this can be anonymous by placing in the comments box in the dining room. If you would like assistance with this the staff are able to support you and write on your behalf.



If you are not able to resolve your concerns directly with the service, you can seek support from an advocate through the Older Persons Advocacy Network (OPAN), elders rights advocacy by phoning 1800 700 600.

Language services are available to assist with translation on 131 450.

You can also make a complaint to the Aged Care Quality and Safety Commission by:

- Calling 1800 951 822 OR
- Visiting the website at www.agedcarequality.gov.au and lodging a complaint online at any time.

We value your feedback and open communication at all times and we are here to support your needs.

Kind Regards, Management

Drysdale Grove Aged Care

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