

FEEDBACK

- *Your feedback helps us to improve our services and the way we provide care to you and our organisation. If you have any feedback or wish to make a complaint, this can be done through:*

- *Speaking with our friendly staff at the clinic*
- *Speaking with our Practice Manager or Commercial Director over the telephone on (03) 9489 7955 or at info@wellnessmedicine.com.au*
- *Sending us a letter in the mail to 41 Queens Parade, Clifton Hill 3068*

All feedback and complaints are taken very seriously and are kept entirely confidential. We will notify you of any improvements we make that result from your feedback or complaint. If you are not satisfied with the way we try to resolve your complaint, you can take your concerns to the Health Complaints Commissioner on 1300 582 113, or through their online form at <https://hcc.vic.gov.au/make-complaint>.

For complaints relating to privacy and management of your personal information, you can contact the Office of the Australian Information Commissioner on 1300 363 992 or through their online complaints form found at www.oaic.gov.au