

Compliments Suggestions Complaints

Eastern Palliative Care aims to provide a high quality of care to clients, people providing care and families.

We value your input and welcome any feedback.

All complaints will be seriously investigated and will not jeopardise the care provided. They will be dealt with immediately and a response will be provided.

All feedback will be dealt with confidentially.



Compassion, Dignity, Excellence, Partnering

Feedback

We see feedback as an opportunity to continuously improve our services.

Please forward to:

Eastern Palliative Care

PO Box 2110
Rangeview VIC 3132

or email: epccip@epc.asn.au

We will do our best to resolve any issues directly with you. Where this is not possible, the matter can be referred to:

Health Services Commissioner

Complaints & Information
Level 26, 570 Bourke Street
Melbourne VIC 3000

Telephone: 1300 582 113

Email: hsc@dhhs.vic.gov.au



Palliative care. Living well every day.

epc.asn.au ☎ 1300 130 813



EPC is a partnership between the Order of Malta, Outer East Palliative Care Service Inc. and St Vincent's Hospital (Melbourne) Ltd.

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Compliments,
Suggestions & Complaints



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