



## Feedback and Complaints

EFMSC welcomes feedback from patients, carers and visitors. Your feedback helps us improve the quality and safety of the services we provide.

If you have a concern, suggestion or complaint, we encourage you to contact the practice directly so that we have an opportunity to understand and address the matter.

Feedback or complaints may be provided:

- in person to reception or the Practice Manager
- by telephone on 03 8402 0400
- by email to [eppingfmisc@gmail.com](mailto:eppingfmisc@gmail.com)
- in writing to the Practice Manager, Epping Family Medical & Specialist Centre, 24-26 Lyndarum Drive, Epping VIC 3076

Complaints are treated seriously, respectfully and confidentially and are referred to the Practice Manager for appropriate review and response.

Making a complaint will not adversely affect the care or treatment provided to a patient.

If you are not satisfied with the outcome of your complaint, you may contact:

**Health Complaints Commissioner Victoria**

Telephone: 1300 582 113

Postal address: Level 15, 50 Lonsdale Street, Melbourne VIC 3000

Website: [hcc.vic.gov.au](http://hcc.vic.gov.au)