

Feedback process

At North Western Melbourne Primary Health Network (NWMPHN), we take your feedback seriously and may use it to inform and improve our future programs, activities and procedures.

How can feedback be submitted?

Feedback can be submitted via the [online feedback form](#) located on the NWMPHN website and on staff email signatures.

Feedback can also be sent via email nwmpHN@nwmpHN.org.au or verbally by phoning (03) 9347 1188.

What happens to your feedback?

All feedback (including compliments, concerns and complaints) is acknowledged, recorded and escalated to the Executive Team.

Those who provide feedback are sent an update which includes an outline of any immediate actions taken and any follow-up actions planned by NWMPHN.

Where feedback is of a negative nature, the comments are investigated and documented, and solutions are found to prevent recurrence. Follow up is also carried out to confirm resolution.

The timeframes of when a comment will be actioned is assessed based on consequences, associated risks to people involved, consumers and the broader community.

All feedback is treated confidentially.

More information

Should you have any questions about our feedback process please contact us on (03) 9347 1188.

Don't forget to find us on:



[@NWMelbPHN](#)



facebook.com/nwmpHN



linkedin.com/nwmpHN

We acknowledge the peoples of the Kulin nation as the Traditional Owners of the land on which our work in the community takes place. We pay our respects to their Elders past and present.



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