



## Who We Are:

### About Us

Gold City Medical Centre has been providing comprehensive medical care to our community since 1985.

### Contact Us

Phone: (07) 4787 7203

Email:  
[donna@goldcitymedical.com.au](mailto:donna@goldcitymedical.com.au)

Website:  
[www.goldcitymedical.com.au](http://www.goldcitymedical.com.au)

Should you wish to make a formal complaint you can contact the office of the Health Ombudsman.

Website: [www.oho.qld.gov.au](http://www.oho.qld.gov.au)

Phone#: 133 OHO (133 646)

Email:

Health Service Complaints

[complaints@ho.qld.gov.au](mailto:complaints@ho.qld.gov.au)

General enquiries and Questions:

[info@oho.qld.gov.au](mailto:info@oho.qld.gov.au)

***Suggestions***  
***Compliments***  
***Complaints***  
***Feedback Form***

### WHAT CAN I DO IF?

- I am not happy with an aspect of the service?
- I wish to make a suggestion as to how the service can be improved.
- I wish to pass on a compliment to either the service or staff member.

### WE CAN HELP YOU

You are welcome to speak with a staff member, reception, practise Manager or GP.

*Or simply fill out this form and either place in suggestion box or hand to Donna McIntosh Practise Manager.*

### WHAT HAPPENS NEXT

- We will pass on any positive feedback to our staff
- The compliment or suggestion will be discussed at our meetings.
- For more serious issues we will take action and provide an outcome in writing within 28 days of lodging your form.

**ALL SUGGESTIONS AND COMPLAINTS ARE TREATED AS STRICTLY CONFIDENTIAL UNLESS REQUESTED OTHERWISE**

## Feedback Form

- ☐ Compliment
- ☐ Suggestion
- ☐ Complaint

Date: \_\_\_\_\_

Name: \_\_\_\_\_

Phone: \_\_\_\_\_

### Details of Compliments, Suggestion or Complaint:

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**Are there any changes/improvements you would like to see within the Gold City Medical Centre?**

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**Do you want to be notified of the outcome of your suggestion?**

- ☐ Yes
- ☐ No

***Thank you for providing us your feedback!***