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*At Springs Medical, we endeavour to provide and maintain the best possible standards of care.*

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We encourage constructive feedback, comments and suggestions and we provide a suggestion box in each waiting area for this purpose.

Complaints can be given verbally; however, we do encourage patients to put complaints in writing. To aid this process, we have a complaints form available for patients at reception.

Patients can also contact the Office of the Health Complaints Commissioner by:

Mail: **Level 26, 570 Bourke St, Melbourne, Vic, 3000**  
Telephone: **1300 582 113**  
Website: **[www.hcc.vic.gov.au](http://www.hcc.vic.gov.au)**

Account enquiries or related issues can be discussed with our practice manager.

Our reception staff have a very difficult job to do at times, working under pressure to satisfy everyone's needs.

Please afford them the same courtesy as you would expect of them.

● 10 Hospital Street  
Daylesford 3460  
t: 03 5348 2227  
f: 03 5348 1447

● 22 Victoria Street  
Trentham 3458  
t: 03 5424 1602  
f: 03 5424 1851

● 89 Piper Street  
Kyneton 3444  
t: 03 5422 1298  
f: 03 5422 1307