

LEAVING FEEDBACK

If you have a complaint or any other feedback (whether positive or negative, or a suggestion for improvements), we would appreciate hearing from you.

To lodge a complaint or give feedback (whether positive or negative), you can:

- Complete a feedback back form at the practice or e-mail us at admin@estellamedicaldental.com.au
- telephone us on 0269331300

COMPLAINTS

Estella Medical and Dental Centre takes complaints seriously. Upon receipt of a complaint, we will examine the complaint and instigate internal procedures.

We will endeavour to respond to your complaint within 30 days of submission. We may need you to provide more details about the complaint in order to be able to respond properly.

-To lodge a complaint please write to us at:

Estella Medical and Dental Centre

Practice Manager

29 Avocet Drive

Estella NSW 2650

If you are not satisfied with our response to your complaint, you can contact the Victorian Health Complaint Commissioner.

Health Complaint Commissioner

Telephone: 1300 582 113

Web: <https://hcc.vic.gov.au>

Members of the public may make a notification to the Australian Health Practitioner Regulation Agency (AHPRA) about the conduct, health or performance of a practitioner or the health of a student.

Australian Health Practitioner Regulation Agency (AHPRA)

Telephone: 1300 419 495

Postal Address: GPO Box 9958, Melbourne VIC 3001

Web: www.ahpra.gov.au

Refer to our [Privacy Policy](#) regarding complaints relating to a privacy matter.

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We regularly post updates about our Practice on our Facebook page, along with health tips and other useful information.

Click the button below to like us on Facebook and stay updated.