Compliments, Complaints and Feedback

At Village Medical, we are committed to providing high-quality, compassionate and respectful healthcare to our community.

We value feedback from our patients, families and carers, as it helps us recognise what we do well and identify opportunities to improve our services.

Whether you would like to share a positive experience, make a suggestion or raise a concern, we welcome your feedback.

How to Provide Feedback

You can provide feedback by speaking with our reception team, contacting the practice by telephone or email, or requesting to speak with our Practice Manager.

All complaints are treated respectfully, fairly and confidentially. Raising a concern will not disadvantage you or affect your access to appropriate healthcare.

What Happens Next?

Our Practice Manager oversees the management of complaints and feedback across all Village Medical locations.

We aim to acknowledge complaints within 2–3 business days wherever possible. Matters requiring further investigation will be reviewed appropriately, and we will keep you informed of the progress.

Independent Assistance

If you are dissatisfied with the outcome of your complaint, or would prefer independent assistance, you may contact:

Health and Community Services Complaints Commissioner (HCSCC)
Telephone: 1800 232 007
Website: www.hcscc.sa.gov.au

Need Assistance?

If you require assistance providing feedback due to language, hearing, vision or other communication needs, please speak with our reception team. We will endeavour to provide appropriate support.