

# We welcome your feedback and comments.

Your care, comfort and satisfaction is important to the staff who care for you and the management of the Western NSW Local Health District (WNSWLHD). It is our aim to meet the needs of all our patients and clients. We believe that it is important for you to give your feedback about the services you receive from us. Your feedback will help us improve our service and is most welcome. Should you have any questions or concerns about your treatment in hospital or in the community we want to hear from you.

## How do I make a complaint or compliment?

### Let the staff who are caring for you know

We encourage you to let your nurse, doctor or other clinician know that you have a concern at the time you become worried. You can also discuss your concerns with the manager of the ward or department so that they can help you.

### Contact the Hospital or Community Health Centre

If you don't feel comfortable discussing your concern with the manager or staff involved, you can contact the Health Service Manager or Senior Nurse on Duty.

They will:

- Identify the main concerns you have about the care you receive.
- Assist with any specific needs you may have while in hospital.
- Answer any questions you have about our services and hospital procedures.
- Ensure your concerns are addressed as soon as possible.

If you remain worried there are a number of ways to make a formal complaint

- Tell a staff member and ask that your complaint be lodged in the incident system
- Lodge a complaint on the internet at [www.wnswlhd.health.nsw.gov.au](http://www.wnswlhd.health.nsw.gov.au) clicking on the "contact us" tab and then the 'Concerns About Your Health Care' icon Concerns About Your Health Care
- Write to the Health Service Manager
- Contact the Complaints Manager by phone on 02 6369 3559 to discuss your concerns

### Clinical Governance Unit WNSWLHD

Complaints Manager

1st Floor, Building 3, Orange Health Service, Forest Road

Orange NSW 2800

Hours of business: 9-5pm, Monday to Friday

Telephone: 02 6369 3559

Fax: 02 6360 2087

Website: [www.wnswlhd.health.nsw.gov.au](http://www.wnswlhd.health.nsw.gov.au)

### Who else will know about my complaint?

Your complaint will be dealt with in a confidential manner and will only be discussed with the necessary people. Please be assured that we are bound by privacy legislation.

### How will I know what is happening to my complaint?

Your complaint will be acknowledged and you should receive a reply to your concerns within 35 days. If the Health Service is unable to provide you with a response within 35 days you should receive a letter explaining why there is a delay.

### What can I do if I'm unhappy with how my complaint has been handled?

If you are not satisfied with the management of a complaint you can write to either the:

#### The Chief Executive

The WNSWLHD Chief Executive is responsible for the complaints management process in the Area Health Service. Many concerns can be resolved quickly and easily by speaking to local staff in the first instance. Give the service a chance to fix the problem if you think they can. However, should you have any remaining questions or concerns that have not been answered or addressed to your satisfaction, the Chief Executive will arrange for a review of your concerns.

Western NSW Local Health District

PO Box 4061

Dubbo NSW 2830

OR:

#### Health Care Complaints Commission (HCCC)

The HCCC is an independent body with responsibility for dealing with complaints about Health Services or Health Providers. Anyone can lodge a complaint with the HCCC. The Commission will explain the process of making a complaint and provide assistance if you need it. Complaints must be in writing and can be made about the professional conduct of a health service provider or about a Health Organisation relating to the clinical care of a patient. The HCCC offers advice on the strength of your complaint, on how to write your complaint and how to resolve a complaint verbally.

Office address: Level 13, 323 Castlereagh St, Sydney NSW 2000

Hours of business: 9-5pm, Monday to Friday

Postal address: Locked Mail Bag 18, Strawberry Hills, NSW 2012

Telephone: 02 9219 7444

Toll Free in NSW: 1800 043 159

Fax: 02 9281 4585

People using telephone typewriters should call 02 9219 7555

Email: [hccc@hccc.nsw.gov.au](mailto:hccc@hccc.nsw.gov.au)

Website: [www.hccc.nsw.gov.au](http://www.hccc.nsw.gov.au)

People who prefer a language other than English can contact the HCCC through the Telephone Interpreter Service on 131 450.

### How to Provide a Compliment

We welcome positive feedback. Please complete the attached form or you may wish to write a personal letter or card and send to your local Health Service.



Date:

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Name of person making a complaint or giving a compliment:

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Address:

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Contact Telephone Number:

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Concern, complaint or compliment:

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**Health**  
Western NSW  
Local Health District

**Please attach extra paper if  
necessary.**