

**WE ARE COMMITTED TO PROVIDING A HIGH STANDARD OF CARE AND MEETING THE NEEDS OF OUR PATIENTS.  
IF YOU HAVE A COMPLAINT, WE WILL TAKE PROMPT AND APPROPRIATE STEPS TO RESOLVE THIS.  
PATIENT SAFETY IS OUR PRIORITY.**

## **WE WANT TO HEAR FROM YOU**

If you're like most people, you don't like to complain. You may not know how to make a complaint, or think it will not make a difference.

Complaints about health services are very important as they can identify areas for improvements, stop the same problems happening again and help to make health services better for all consumers.

Compliments and positive feedback from your experience with us are also encouraged. If you would like to share your comments with us you can complete the form.

## **LET'S TALK**

Please discuss any concerns or questions you have about your treatment with your treating Doctor or Nurse. In health care, it is especially important that people understand what is happening and feel comfortable about it. You are welcome to speak to other staff if you have any issues you wish to raise. Alternatively, use this form to provide feedback.

## **WHAT TO EXPECT**

If you have a complaint, we will respond to it promptly and discreetly. Feedback information is treated as confidential and managed according to privacy obligations.

The General Manager handles all complaints and ensures that serious complaints are brought to the attention of the Heads of Department. We investigate complaints thoroughly to know what happened and why, and ways to prevent it happening again. We will keep you informed at all times through this process.

## **WHAT WE WILL DO**

We will work with you to assess the most appropriate way to resolve the problem and provide the best outcome. We ask you to consider the outcome you would like, and we will strive to provide it.

We will provide you with all the facts about what happened and any strategies we have devised to improve our services as a result.

## **IMPROVING OUR SERVICES**

Compliments and complaints are discussed at staff meetings and regular Management meetings. We will work together to find ways to improve and keep staff informed of what has happened.

## **TAKING IT FURTHER IF YOU ARE NOT SATISFIED**

The Office of the Health Ombudsman (OHO) is Queensland's health service complaints agency. They are an independent statutory body and the one place all Queenslanders should go if they have a complaint about a health service provider or a health service provided to them, a family member or someone in their care. If you are unsatisfied and wish to discuss your complaints further, the OHO can be contacted on 133 OHO (133 646) or visit [www.oho.qld.gov.au](http://www.oho.qld.gov.au)