



## The Northern NSW Local Health District values feedback, complaints and compliments.

They are a way for us to see what is working well and what areas need improvement. Letting us know about your experience helps to make our services better for everyone.

You can do so in person, by phone or in writing. You can use the form on this brochure to provide your feedback, or complete the online feedback form on our website.

### Compliments

We like to hear about positive experiences you've had in our health services. We make sure we recognise the good work of our staff.

### Feedback

We are always happy to hear your suggestions. Please let us know if you have any ideas for improvements.

### Complaints

If you wish to make a complaint, you can take the following steps on the next page.

### Who can make a complaint?

- The person affected by the issue, or:
  - Someone else on their behalf, such as family member, carer, friend, consumer advocate, a Member of Parliament, the Minister for Health
  - A staff member on their behalf
- Any person concerned about health care

If you are making a complaint, you do not have to tell us your name or contact details. If you are making a complaint on behalf of someone else, please be aware that we may not be able to give you certain information due to privacy and confidentiality reasons. We may ask you to complete a consent form.

### Step 1: Speak to staff

It is best to speak to a staff member at the time the issue comes up. You can also ask to speak to a staff member in charge. Telling staff at the time gives them the chance to fix the problem if they can.

### Step 2: Contact the service/facility

If you are not happy with the response or you want to make a complaint at a later time, contact the service or facility you were in at the time.

Postal addresses can be found on our website, or you can contact Consumer Relations by email [NNSWLHD-ConsumerRelations@health.nsw.gov.au](mailto:NNSWLHD-ConsumerRelations@health.nsw.gov.au) or on 1800 108 078.

### Step 3: Contact Consumer Relations

If you feel your complaint has not been dealt with properly, or you are not comfortable telling the people directly involved, contact:

**Consumer Relations/Privacy Manager**  
Northern NSW Local Health District  
Locked Mail Bag 11, Lismore, NSW 2480

**Email:** [NNSWLHD-ConsumerRelations@health.nsw.gov.au](mailto:NNSWLHD-ConsumerRelations@health.nsw.gov.au)

**Telephone (toll free):** 1800 108 078

**Fax:** (02) 6620 7228

**Website:** [nswlhd.health.nsw.gov.au](http://nswlhd.health.nsw.gov.au)

We encourage you to write to us, so that we have information in your own words. If required, you can call Northern NSW LHD Consumer Relations on 1800 108 078.

You also have the option of contacting NSW Health Care Complaints Commission. They are not part of NSW Health, and can independently investigate the complaint for you.

**NSW Health Care Complaints Commission**  
Locked Mail Bag 18, Strawberry Hills, NSW 2012

**Telephone (toll free):** 1800 043 159

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

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

## What to do with this feedback form

### Option 1:

Hand it to the receptionist.

### Option 2:

Post it to us:  
Consumer Relations/Privacy Manager,  
Northern NSW Local Health District,  
Locked Mail Bag 11, Lismore, NSW 2480

### Option 3:

Scan and email to [NNSWLHD-ConsumerRelations@health.nsw.gov.au](mailto:NNSWLHD-ConsumerRelations@health.nsw.gov.au)

## You do not have to provide personal details if you do not want to.

### Your details:

Your name: \_\_\_\_\_

Address: \_\_\_\_\_

Suburb: \_\_\_\_\_

Phone: \_\_\_\_\_

Email: \_\_\_\_\_

Relationship to the patient: \_\_\_\_\_

### Patient details (if on behalf of a patient):

Patient name: \_\_\_\_\_

Patient date of birth: \_\_\_\_\_

### Please tick below

- Call/email me so I can give you more information.
- I would like a response to my feedback please.
- No response required.

**Thank you for your feedback.**