



Giving feedback





This book tells you how to give feedback about WA Country Health Service.

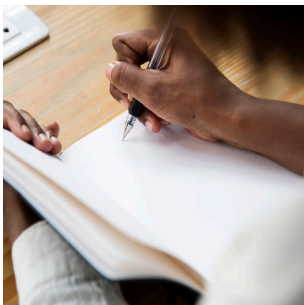
When you see the words **we** or **us** it means the WA Country Health Service.



Feedback is when you tell us when you are happy with things or when you are not happy with things.



When you tell our staff you are not happy they will try to fix the problem.

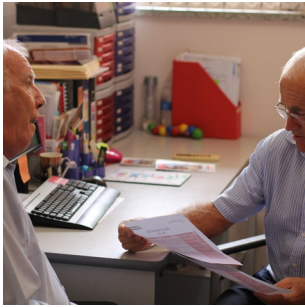


When they do not fix the problem you can make a **complaint**. A complaint is when you tell us you are really not happy.



Your complaint is kept safe.

It has nothing to do with your medical records.



You can ask someone to help you make a complaint or tell us you are happy.

- family member
- carer
- friend
- support person
- **Advocate**

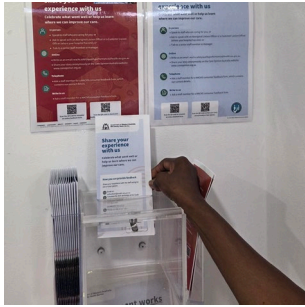
An **Advocate** is someone you can trust. They can help you speak up for yourself.



You can be **anonymous**. Anonymous means no-one will know it was you that gave that feedback.



A staff member can help you to give feedback.



There are different ways you can give us feedback.

- You can fill in a feedback form and give it to staff.
- You can put the form in a feedback box.
- You can get help to fill in an [online form](#).
- You can get help to share your story at [Care Opinion Australia](#).
- You can call 1300 662 996.

What will happen?



We share **compliments** with our staff.

A compliment is when you tell us you are happy.



We may call you to talk about your complaint.

Monday
Tuesday
Wednesday
Thursday
Friday

We try to let you know we got your complaint within 5 days.



We try to get back to you within a month.



We will let you know if it will take longer.



If you are not happy with what we tell you there are other places that can help. We will tell you who they are.

Who could help me to make a complaint?



[Carers WA](#)

1300 227 377



info@carerswa.asn.au



[Commissioner for Children and Young People](#)

(08) 6213 2297



[Health and Disability Services Complaints Office](#)

(08) 6551 7600



mail@hadsco.wa.gov.au



HEALTH CONSUMERS'
COUNCIL



[Health Consumers' Council](#)

(08) 9221 3422

advocacy@hconc.org.au



[Mental Health Advocacy Service](#)

(08) 6234 6300

contactus@mhas.wa.gov.au



[Ombudsman Western Australia](#)

1800 117 000

Mail.ombudsman.wa.gov.au