

# WSLHD Consumer Feedback Framework

- Staff are appropriately trained and supported in collecting and handling feedback.
- Our district culture strategy advocates for the importance of the patient and consumer experience.
- Our executive team has a focus on consumer experience in all we do.

  
**promotes a culture that values feedback**

  
**makes it easy for people to provide feedback**

- Consumers can give feedback in a range of ways including, in person, Phone, email, web, paper across the district.
- Interpreters are available to help and all material is easy for all to understand.

**WSLHD**

- There is oversight of complaints data and trends at the highest level of the organization.
- We are committed to service improvement and feedback is analysed to identify opportunities to make things better for patients, carers and visitors.

  
**uses feedback to make improvements**

  
**will fairly and efficiently respond to feedback**

- We will acknowledge feedback within 5 days.
- We will aim to resolve all feedback within 35 days.
- We will respect privacy in line with all relevant legislation.
- We will keep consumer appropriately informed of the progress of our actions.

## What is a complaint?

A complaint is an expression of dissatisfaction with a service or experience and where a response or a resolution are required and expected.

You can make the complaint on behalf of yourself or someone else.

**Your care or the care of your loved one will not be affected if you make a complaint.**

## How do we respond to feedback?

We will try and resolve complaints quickly at the point where feedback is received.

If we are not able to:

- We will allocate it to the right person to manage the complaint
- All feedback is recorded in our database and tracked
- We will look into the matter and identify the issues
- We will resolve any issues that came from the investigation and let the complainant know what we've done as a result of their feedback

If you have given a compliment or offered a suggestion - these are always welcome and are passed on to our grateful staff!

## What we ask of you

To help us resolve your concerns, we ask that you provide all the necessary information to help us look into your complaint.

We will do our best to resolve your concerns as quickly as possible but please know that sometimes it can take a while, particularly if there are different departments or other complex matters. We will do our best to keep you updated as we go.

We know that a poor experience can be frustrating and we want to help you. Please note that abusive, disrespectful or aggressive behaviour is not okay and we will not tolerate it.

## Useful Links

**NSW Health Complaints Policy**  
[https://www1.health.nsw.gov.au/pds/ActivePDSDocuments/PD2020\\_013.pdf](https://www1.health.nsw.gov.au/pds/ActivePDSDocuments/PD2020_013.pdf)

**NSW Ombudsman**  
<https://www.ombo.nsw.gov.au/>

**Health Care Complaints Commission**  
[www.hccc.nsw.gov.au](http://www.hccc.nsw.gov.au)