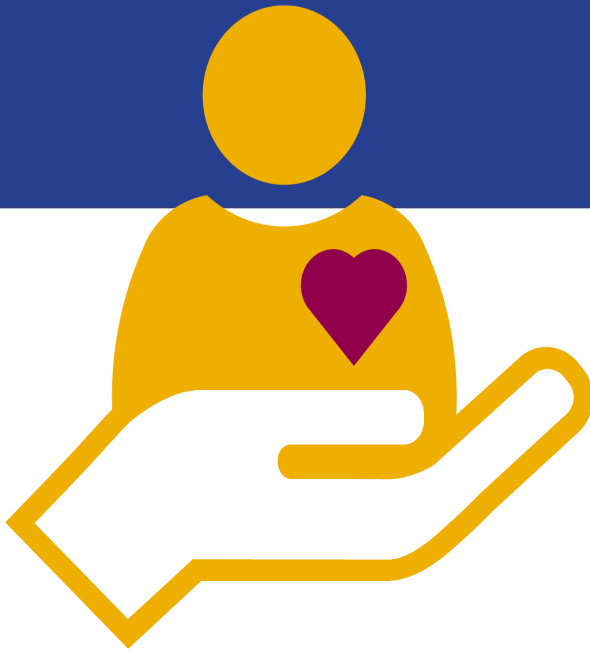




YOUR EXPERIENCE MATTERS

FEEDBACK



PLEASE TELL US ABOUT YOUR EXPERIENCE

Do you want to tell us about something we did well or not so well for you or your loved ones?

It is important that we listen and respond to the people we provide care to. We want to work with you and /or your family to make sure every person gets the right care at the right time and is treated with respect and dignity.

HOW TO GIVE US YOUR FEEDBACK

You can get in touch with us in whatever way that suits you best:

In person:

To any health service staff member or the Manager of a local service.

Telephone:

Call your local health service and ask to speak with the Manager.

MLHD Complaints line: 1800 011 824. This is a seven day service.

Health Care Complaints Commission: 1800 043 159

Email

Murrumbidgee Local Health District
Feedback: MLHD-
FeedBack@health.nsw.gov.au

Health Care Complaints Commission:
hccc@hccc.nsw.gov.au

Online:

MLHD website Portal : <https://www.mlhd.health.nsw.gov.au/contact-us>

Health Care Complaints Commission: <https://www.hccc.nsw.gov.au/>

Mail:

The Chief Executive MLHD, Locked Bag 10 Wagga Wagga NSW 2650

Not happy with services?

You have the right to make a complaint if something is not right.

Tell us your story. You will be listened to and not judged. You will not be treated any differently because you are unhappy with care or our services.

Many complaints can be talked through with the staff of your local health service and resolved on the spot.

If we can't fix the problem immediately, we will look into it for you and keep you informed of how it is going. If something bad has happened we will support you.

If you would like us to contact you to let you know the outcome we will do this within 35 days wherever possible.

We will let you know our findings and work with you to develop actions to improve services and stop this from happening to anyone else.

