

COMPLIMENTS AND COMPLAINTS

Information for patients, clients, carers, families, consumers & visitors



What are my rights and responsibilities when I make a complaint?

- Be treated and treat others with honesty and respect
- Have your complaint considered
- Have a reply to your complaint
- Know when you will get a reply
- Stop your complaint at any time
- Have someone else make the complaint for you
- Have someone come with you to any meetings
- Be offered an apology when needed



www.islhd.health.nsw.gov.au

Date of Publication: Oct 2016

Trim Ref: DT14/37746

We value your feedback

How to give a compliment

If you'd like to recognise the good work of a staff member, you can let us know in any of the following ways:

- Talk to the Department Manager or Nurse Unit Manager
- Send an email to ISLHD-Compliments@health.nsw.gov.au

- Post a letter to:

Illawarra Shoalhaven Local Health District Compliments,
PO Box 239, Port Kembla, NSW 2505

- Contact the Hospital Site Manager or Service Manager

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| Bulli Hospital 4284 4344 | Milton Ulladulla Hospital 4455 1333 | Ambulatory & Primary Health Care (includes Community Health) 4221 6817 |
| Coledale Hospital 4267 2266 | Port Kembla Hospital 4223 8000 | Drug and Alcohol Service 4223 8341 |
| David Berry Hospital 4464 1001 | Shellharbour Hospital 4295 2500 | Mental Health Service 4295 2413 |
| Wollongong Hospital 4253 4938 | Shoalhaven District Memorial Hospital 4421 3111 | Oral Health Service 1300 369 651 |

How to make a complaint

To make a complaint you can do any of the following:

1. **Tell the staff** you have a concern. They may be able to resolve your issue immediately.
2. **Let the Department Manager or Nurse Unit Manager know** if you feel your concerns have not been addressed.
3. **Contact the Hospital Site Manager or Service Manager** through the hospital switchboard or service number (listed on the previous page)
4. **Contact the Complaints Manager** if you do not want to discuss your complaint directly with staff at the hospital or service you can contact the District Complaints Manager:
Phone: 4221 6811
Email: ISLHD-Complaints@health.nsw.gov.au
Mail: ISLHD Complaints Manager, PO Box 239, Port Kembla, NSW 2505
5. **Write to the Illawarra Shoalhaven Local Health District Chief Executive**
Mail address: Chief Executive, PO Box 239, Port Kembla, NSW 2505
6. **Contact the Health Care Complaints Commission (HCCC)** If you don't feel comfortable discussing your complaint with our Local Health District staff:
Phone: 9219 7444 Toll Free in NSW: 1800 043 159
Mail: Locked Mail Bag 18, Strawberry Hills, NSW 2012
Email: hccc@hccc.nsw.gov.au

If you need an interpreter please tell hospital staff or contact the Health Care Interpreter Service on 4223 8540 Monday to Friday 8.30am to 5pm.