

INFORMATION FOR FEEDBACK

- Standard feedback may take up to 15 working days to address.
- Complex feedback may take longer to address.
- Once you lodge your feedback, it will be referred the appropriate staff member who will action, investigate or log your feedback and contact you with confirmation of receipt of feedback if required.
- Should further investigation be required SWAMS may contact you to obtain additional information to support the feedback.

PART A: PERSONAL DETAILS

Name: Mr/Mrs/Miss/Ms: _____

Address: _____

_____ Post code: _____

Contact numbers: (H) _____ (B) _____

(M) _____ (E) _____

Preferred Contact Method: Letter Email

PART B: YOUR FEEDBACK

Feedback Type: Complaint Compliment Improvement Suggestion

What is your feedback?

Describe the events that you are happy/not happy about or any improvement that you feel could be made. Please include all the details that you can remember (e.g. what happened, where and when it happened, who was involved).

PART E: PRIVACY NOTICE

We will only use the information provided on this form to action your feedback

Your personal information will not be provided to any person you are complaining about, unless it is specifically required to ensure your complaint is appropriately dealt with. None of the information you provide on this form will be disclosed outside of this department without your permission, unless we are required to do so by law.

PART F: LODGEMENT

Post a copy of your completed form and any attachments to:

Chief Executive Officer
South West Aboriginal Medical Service
PO Box 1444
BUNBURY WA 6230

Alternatively, you can hand deliver your complaint to the Administration building located at Unit 3/30 Wellington Street Bunbury or to SWAM Clinic located on corner of Forrest Avenue and Blair Street.

If you do not hear from a SWAMS Officer within 15 days of lodging this complaint, please contact the Personal Assistant to the CEO on 08 9791 1166 to inquire about the status of your complaint.

If you are not happy with the response to your complaint you may like to contact the

Health and Disability Complaints Office (HaDSCO)

Postal address: GPO Box B61, Perth WA 6838,

Website: www.hadSCO.wa.gov.au **Email:** mail@hadSCO.wa.gov.au

Complaints and enquiries line: (08) 6551 7600

Fax: (08) 6551 7630

PART G: OFFICE USE ONLY

Receiving Officer: _____ Date: _____

Notes

Response sent by: _____ Date response sent: _____

Resolution / Outcome: _____ *(attach copy)*

PART H: RECEIPT OF COMPLAINT LODGED AT SWAMS

Lodged By: _____

Received by: _____

Date: _____

Signature: _____