

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 9797 8111 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

Or

NDIS Quality and Safeguards Commission

Phone: 1800 035 544

Visit our website

<https://www.ndiscommission.gov.au/contact-us/makeacomplaint>

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: _____