

## How is my complaint managed?

- All complaints will be acknowledged as soon as they are received or within **2 working days**.
- In line with principles of natural justice, the persons complained about have the right to be informed and given the opportunity to respond to the concerns raised. If you do not wish for this to occur, please notify the service as soon as possible.
- All complaints will be treated fairly and confidentially.
- It is important to note that your complaint will be stored securely and does not form part of your medical record.
- The CAS aim to resolve all complaints as quickly as possible (more complex concerns may take longer to resolve).

## Third party complaints

- If you are making a complaint on behalf of someone else, patient permission may be required.

## Interpreter

SALHN recognises your right to have your culture, beliefs and values respected. Interpreter services can be arranged for you if required. Patients and families do not have to pay for interpreters.



## Unhappy with our response?

On the rare occasion when issues or concerns cannot be resolved at the hospital level, consumers can contact independent complaints and advocacy organisations. These organisations include:

### Health and Community Services Complaints Commissioner

Phone: (08) 8226 8666 or Country toll free 1800 232 007  
[www.hcsc.sa.gov.au](http://www.hcsc.sa.gov.au)

### Disability and Mental Health Community Visitor Scheme

Phone: (08) 7425 7802 or Country toll free 1800 606 302  
[www.sa.gov.au/](http://www.sa.gov.au/) (then search *Community Visitor Scheme*)

### Office of the Public Advocate

Phone: (08) 8342 8200 or Country toll free 1800 066 969  
[www.opa.sa.gov.au](http://www.opa.sa.gov.au)

# Right to comment

You have the right to comment about the care provided to you, and we guarantee that your care will not be compromised in any way.

# Help us learn from your experience

Listen, Act, Make Better, Together.



## For more information

**SALHN Consumer Advisory Service**  
 Flinders Medical Centre  
 Flinders Drive, Bedford Park SA 5042

Telephone: 8204 5433  
 Email: [HealthSALHNConsumerAdvisory@sa.gov.au](mailto:HealthSALHNConsumerAdvisory@sa.gov.au)

**Opening hours:**  
 Monday – Friday (excluding public holidays)  
 9am – 4pm



# Your experience is important

Whether you have had a good experience, or you have had concerns, we would like to hear what you think about our service and the quality of care you received.

We take all feedback very seriously and ensure all positive feedback is shared with our staff.

We also understand that, at times, you may be unsatisfied with the service provided to you.

If we have got something wrong, we would like the opportunity to assist you with a resolution as quickly as possible.



## Our operating principle

**Listen, Act, Make Better, Together.**

# Our Vision

## Striving for exceptional care



### Do you have...

#### A suggestion or a compliment?

If you would like to make a suggestion for improvement or forward a compliment you may:

- Ask to speak to or write directly to the Nurse Unit Manager on your ward
- OR**
- Complete the Consumer/Patient Feedback Form available on the ward
- OR**
- Ask to speak to your Patient & Family Representative

Your suggestions or compliments will be shared with the relevant areas and management for review, discussion and consideration.

#### What should I do if I have a complaint?

If you are not happy with any aspect of the health service, we encourage you to let us know by talking to a member of your health care team. This includes your nurse or doctor. Your health care team is familiar with your situation and may be able to resolve your concern right away.

If you are a current patient in the hospital, we strongly encourage you to speak with the staff member caring for you. Alternatively, you can ask to speak with the Nurse Unit Manager or Shift Coordinator on your ward.

Speaking with your health care provider in the first instance assists with resolving your concerns more promptly.

#### Not resolved?

If you remain unsatisfied with how your concerns were managed please contact the Consumer Advisory Service.

### Consumer Advisory Service

The Consumer Advisory Service (CAS) is here to help if you have a question, concern, compliment or suggestion about the care you received within the Southern Adelaide Local Health Network (SALHN).

#### The role of the CAS is to:

- Assist with complaint resolution;
- Ensure complaints are investigated with the assistance of appropriately skilled staff; and
- Advise service managers about improvements that can be made as a result of your feedback.

#### How to contact CAS

Phone: 8204 5433

Email: [HealthSALHNConsumerAdvisory@sa.gov.au](mailto:HealthSALHNConsumerAdvisory@sa.gov.au)

Write: SALHN Consumer Advisory Service  
Flinders Medical Centre  
Flinders Drive, Bedford Park SA 5042