

# Making a complaint or a compliment

There are a number of ways you can submit compliments or complaints. They can be written or verbal. Consider the following options and select the one that best suits your purpose:

**Step one** - Let the hospital/service staff know

**Step two** - Contact your local Health Service Complaints Manager or Patient Representative

**Step three** - Contact Central Coast Local Health District

**Step four** – Contact the Health Care Complaints Commission

## **Step One: Let the hospital or service concerned know**

We encourage you to let the nurse, doctor or health professional involved know that you have a concern. You should also discuss your concerns with the manager of the ward or department so that they may work with you to find a solution.

## **Step Two: Contact the health service complaints manager/ patient representative**

If you don't feel comfortable discussing your concern with the manager or those staff involved, you can contact the health service complaints contact officer (either called a complaints manager or patient representative).

The complaints contact officer will:

- Discuss with you the concerns you have about the care you received.
- Keep you informed about the process and outcome of your complaint.

Complaints managers/ patient representatives are available Monday to Friday, during business hours. For assistance outside of these hours please contact the manager on duty.

### **Complaints Contact Officer**

Central Coast Local Health District (incorporating Gosford, Wyong, Long Jetty and Woy Woy hospitals and community health )	Complaints Manager  Phone: 4320 3920
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### **Step Three: Contact the Area Health Service**

If you are not satisfied with the management of a complaint or you wish to make a complaint about a non hospital-based service within NorthernSydneyCentralCoast Area Health Service, you can put your concern in writing to:

**Chief Executive Officer  
Mathew Hanrahan  
PO Box 361  
Gosford NSW 2250**

### **Step Four: Contact the Health Care Complaints Commission**

The HCCC is independent of the public health system.

The Health Care Complaints Commission receives and assesses complaints about health care practitioners and health care services (generally referred to as health service providers). Anyone can lodge a complaint with the Commission.

Lodging a complaint with the Health Care Complaints Commission

Complaints must be in writing and may be made about the professional conduct of a health service provider that affects the clinical management or care of an individual.

The Commission will provide assistance to lodge a complaint to any person that requires it. Contact details:

Health Care Complaints Commission  
Office address: Level 13, 323 Castlereagh St, Sydney NSW 2000  
Hours of business: 9-5pm, Monday to Friday  
Postal address: Locked Mail Bag 18, Strawberry Hills, NSW 2012  
Telephone: 9219 7444  
Toll Free in NSW: 1800 043 159  
Fax: 9281 4585

People using telephone typewriters should call 02 9219 7555

Email: [hccc@hccc.nsw.gov.au](mailto:hccc@hccc.nsw.gov.au)

Website: [www.hccc.nsw.gov.au](http://www.hccc.nsw.gov.au)

People who prefer a language other than English can contact the HCCC through the Telephone Interpreter Service on 131 450