



We welcome your feedback

Compliments, complaints and suggestions

Children's Health Queensland is committed to working with our patients and families to continually improve the care and services we provide. Your feedback is important because it helps us deliver the best possible healthcare experience not only for you and your child, but for all the patients and families we care for.

You can provide feedback by:

1 Speaking with our staff

Telling the staff member who is caring for you/your child gives them the opportunity to address any problem or issue immediately if they can. If you are not happy with the response you receive at this level, you are encouraged to ask to speak to the person in charge of the ward, unit or department.

2 Making it formal

You can formally provide feedback/lodge a complaint with the hospital by contacting the **Patient Experience Improvement Officer** by phone, email or post (details right). You can also ask for one of our *'Tell us how we're doing'* feedback forms. Once your feedback is received, we will contact you to acknowledge we have received it. We will then review your feedback, conduct an investigation on your behalf in partnership with the relevant area and provide you with a response.

3 Requesting an independent review

If you are not satisfied with the response or action taken by Children's Health Queensland, you have the option of contacting the Office of the Health Ombudsman (OHO). The OHO offers a free, impartial and independent service to Queenslanders who have a complaint about a health service. Contact the OHO, by calling 133 OHO (133 646) or visit www.oho.qld.gov.au.

Formalised complaints through external parties will receive a formal response. Please be aware that Children's Health Queensland's Patient Safety and Quality Service will be consulted as part of an external investigations so you may wish to speak with us before progressing.

Contact us

**Patient Experience Improvement Officer
Patient Safety & Quality Service**

Tel: 07 3068 1120

Email: CHQ_PatientExperience@health.qld.gov.au

Post:

Patient Experience Improvement Officer
Patient Safety & Quality Service
Children's Health Queensland
PO Box 3474 South Brisbane QLD 4101

www.childrens.health.qld.gov.au



Tell us if you require an interpreter or an Aboriginal and Torres Strait Islander liaison officer.

Partnering with Consumers - This patient information resource supports National Safety and Quality Health Service Standard 2 (2.4.1) Consumers and/or carers provided feedback on this document.