

Feedback form

We value your feedback about your visit to our hospital. It is important to us and helps us understand what we are getting right and which areas we need to improve. All feedback including compliments, suggestions or complaints are valued and provides us the opportunity to continually improve the delivery of the healthcare we provide.

Please tick

Compliment Suggestion Complaint

Would you like us to contact you about your feedback and advise you of any updates or action taken?

Yes No

Are you the patient?

Yes - go to next page No - complete below

Does the patient know you are contacting us on their behalf?

Yes No

Please provide patient details below

Patient's name _____

Date of birth _____

UR (if known) _____

Note If you are making this complaint on behalf of someone else, they will be contacted by the Consumer Feedback Coordinator to give consent for this feedback to be investigated and a response, if requested to be provided to you.

What is your relationship with the patient?

Carer

Family

Other _____

Please tick below if you require

Aboriginal and Torres Strait
Islander Liaison Officer



Interpreter

Language: _____



What response would you like?

Thank staff member / team / unit / hospital

Apology

Access service

Explanation / information

Prevent recurrence

Staff review

Other _____

Please provide as much detail about your experience as possible on the following pages. Alternatively, visit our website www.mackay.health.qld.gov.au/get-involved/your-feedback/

Thank you for your feedback

Your privacy

We take your privacy seriously. No record of your complaint will be attached to your medical record. All complaints are treated with the utmost confidentiality. In line with principles of Natural Justice, the persons complained about have the right to be informed and are given the opportunity to respond. Compliments will be forwarded to relevant staff and their supervisors.

Partnering with consumers

This brochure supports National Safety and Quality Health Service Standard 2.

Consumers and / or carers provided feedback on this information.



Consumer Feedback

Tell us how we are doing

Do you have a compliment,
suggestion or complaint?



We value your feedback

You can provide your feedback
online on our website
[www.mackay.health.qld.gov.au
/get-involved/your-feedback/](http://www.mackay.health.qld.gov.au/get-involved/your-feedback/)

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