



## We want to hear from you

The Women's and Children's Health Network is committed to providing safe, high quality health care. Your feedback helps us to understand your needs and informs us how to improve our services.

Feedback is very important to us, so if you have a suggestion, a concern or a complaint about our service, we invite you to discuss it with a staff member in the area involved. However, if you are unhappy with their response or don't feel comfortable talking about it with them, please contact one of our Consumer Feedback Coordinators whose contact details appear on the back of this brochure. Alternatively, you can fill in the form provided on the back of this brochure.

If you received outstanding service from our staff and want to say 'thank you', ask for our Customer Service Recognition form.

Our staff can help you fill in this form. You can help us by providing as much information as possible.

### What to expect

Your suggestion, concern or complaint will be treated confidentially and with respect, passed on to the appropriate person and responded to quickly and sensitively. We will work with you to find the best way to respond to your feedback. Your feedback is confidential and will not become part of your records.



### Privacy

To make sure you receive the best possible care, we often need to gather and keep sensitive and private information about you.

Everyone who works at the Women's and Children's Health Network must keep your information private under Federal law. Staff and volunteers must follow the SA Department of Health's privacy guidelines. You can find the guidelines at [www.health.sa.gov.au](http://www.health.sa.gov.au)

### What to do with this form

Hand your form to any of our staff or post it to:

- > Consumer Feedback Coordinator  
Women's and Children's Health Network  
72 King William Road  
North Adelaide SA 5006

You can also provide your feedback at:  
[www.cywhs.sa.gov.au/Contact/](http://www.cywhs.sa.gov.au/Contact/)

### When will you hear from us?

You should hear from us within two working days.

If not, please contact the Consumer Feedback Coordinator (details below).

### Contacts

- > Consumer Feedback Coordinators  
Telephone: (08) 8161 6710  
Fax: (08) 8161 6968 or  
Email: [cywhsconsumerfeedback@health.sa.gov.au](mailto:cywhsconsumerfeedback@health.sa.gov.au)

### Unhappy with our response?

If you believe you were not treated appropriately or if you feel your suggestion, concern or complaint was not well managed, please contact the Health and Community Services Complaints Commissioner:

- > Monday to Thursday, 10.00am–4.00pm  
Telephone: (08) 8226 8666  
Country Callers SA: 1800 232 007  
[www.hcsc.sa.gov.au](http://www.hcsc.sa.gov.au)



### Have your say

The Women's and Children's Health Network includes:

- > The Women's and Children's Hospital
- > Child and Family Health Service
- > The Second Story Youth Health Service
- > Women's Health Statewide
- > Yarrow Place Rape and Sexual Assault Service
- > Child and Adolescent Mental Health Services (CAMHS)