

# Compliment and Complaint Support Statement

***We support your right to share compliments, feedback, concerns or make a complaint.***

We welcome feedback and complaints as part of our commitment to provide a quality service.

Tell us what we're doing well. We appreciate hearing from you.

If you have a concern, we also want to hear from you.

We understand the importance of resolving matters promptly within our facility.

We aim to provide a welcoming environment for you to raise a concern or a complaint.

We value open and timely communication. It benefits our ongoing relationship with you.

We will work with you to address concerns and resolve issues. Seeking to resolve concerns or complaints is part of our responsibilities.

A copy of our *Compliment and Complaint Handling Policy* is available for you to view.

To obtain a copy of the policy or for more information please speak to the Complaints Officer, Clinical Care Manager, General Manager or any member of staff.

*Rebecca Allen*

General Manager

