

Compliments

Information for patients, clients, carers, families, consumers & visitors

If you are happy with the care you have been given:



- You can talk to the Manager or staff.

OR



- You can send an email:
ISLHD-Compliments@health.nsw.gov.au.

OR



- You can write a letter and send to:
ISLHD Compliments,
PO Box 239, Port Kembla, NSW 2505

OR



- You can phone the Manager of the hospital or service.

Bulli Hospital 4284 4344	Milton Ulladulla Hospital 4455 1333	Ambulatory & Primary Health Care (includes Community Health) 4221 6817
Coledale Hospital 4267 2266	Port Kembla Hospital 4223 8000	Drug and Alcohol Service 4254 2700
David Berry Hospital 4464 1001	Shellharbour Hospital 4295 2500	Mental Health Service 4295 2542
Wollongong Hospital 4222 5048	Shoalhaven District Memorial Hospital 4421 3111	Oral Health Service 1300 369 651

Complaints

Information for patients, clients, carers, families, consumers & visitors

If you are unhappy with the care you have been given:



- You can speak to the person caring for you, or
- You can speak to the Manager,



- You can phone the service you would like to make a complaint about (use the phone numbers on the other side of this page)
- You can contact the Complaints Manager if you do not want to talk to our staff by Phone: 4221 6811 or Email: ISLHD-Complaints@health.nsw.gov.au



- Write a letter to: ISLHD Complaints Manager, PO BOX 239, Port Kembla, NSW 2505 or
- You can write a letter to ISLHD Chief Executive Mail address: Chief Executive, PO BOX 239, Port Kembla, NSW 2505 or



- You can contact the Health Care Complaints Commission (HCCC) if you do not feel happy to talk to our staff. You can do this by Phone: 9219 7444 or make a free call: 1800 043 159 Mail : Locked Mail Bag 18, Strawberry Hills, NSW 2012 Email: hccc@hccc.nsw.gov.au

WHEN YOU MAKE A COMPLAINT

We will:

- Treat you with respect.
- Reply to your complaint.
- Tell you when we will reply to you.
- Say sorry when needed.

You can:

- Have someone make the complaint for you.
- Have someone come with you to any meeting.

Need an Interpreter? Professional interpreters are available if you need help to communicate with staff. Our staff can also ask for an interpreter. The service is free and confidential. We will book the interpreter for you. You can also call the Translating and Interpreting Service on 131 450 if you need to speak to us before your appointment.