

HAVE YOUR SAY

You can provide feedback by completing the details below. When completed submit to the service or department concerned or send to:

General Manager
Calvary Mater Newcastle
Locked Bag 7
Hunter Region Mail Centre NSW 2310

Name: (optional)

Address: (optional)

Contact Telephone: (optional)

Contact email: (optional)

Service or department:

Your comments:

Use overleaf or attach separate sheet if required.

CALVARY MATER NEWCASTLE

Locked Mail Bag 7
Hunter Region Mail Centre
NSW 2310
Tel. 02 49 211 211

Information available at
www.mater.net.au



A service of the Sisters of the Little Company of Mary with values of hospitality, healing, stewardship and respect

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COMPLAINTS OR COMPLIMENTS



Calvary Mater Newcastle welcomes your feedback, whether it is a compliment or complaint. **All feedback is viewed as an opportunity to improve your healthcare service.**

COMPLIMENTS

If you receive care or attention which you feel warrants complimenting, please register this with us in writing, by telephone or in person. Compliments can be lodged directly with the service or department concerned or in writing to the General Manager at Locked Bag 7, Hunter Region Mail Centre NSW 2310.

COMPLAINTS

We want to ensure that an efficient, fair and accessible mechanism exists for dealing with complaints. Complaints can be made in person, in writing or by telephone. If you require the assistance from an Interpreter Service please notify staff or telephone 4924 6285 or 4924 6286.

Wherever possible, complaints should be resolved directly with the staff or manager of the service concerned. If you are uncomfortable talking to the staff directly about a complaint you should ask to speak to a manager. Complainants are protected from any repercussions, reprisals or victimisation as a result of making a complaint. If you have made a complaint, or provided information regarding a complaint, and feel you have been disadvantaged as a result, you should contact a Senior Manager.

SENIOR COMPLAINT MANAGER

The Director of Clinical Services (Medical) is the designated Senior Complaints Manager for serious complaints and can be contacted on 49 211 211.

OUTCOME OF YOUR COMPLAINT

It is important you tell us what you expect to occur as a result of your complaint. This will assist staff in resolving your complaint. For example, you may want a change to occur that will prevent other patients or clients experiencing the same issue. If we are unable to meet your expected outcome, you will be advised of this, including the reason why.

TIMEFRAME FOR RESPONSE

We are committed to responding to complaints in the following timeframes.

- Your complaint will be acknowledged within five days of receipt. For complaints made in person this will usually occur at the time the complaint is lodged.
- If not resolved within 20 working days after receipt of the complaint, you will be kept informed of the progress of the investigation.
- Your complaint should be resolved within 35 days after receipt of complaint although more complex complaints may take longer. Management will advise you if this is the case.

CONFIDENTIALITY

Staff involved in complaints handling are required to treat all information as confidential. The name/s of complainants or any other identifying information will only be provided to staff involved in managing the complaint. When the complainant is not the patient, the patient's authorisation is required before any information can be released in relation to their treatment.

CONTACT

General Manager
Calvary Mater Newcastle
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Hunter Region Mail Centre NSW 2310
Or fax to: 401 44711

DISSATISFIED WITH THE WAY YOUR COMPLAINT WAS HANDLED?

If you have any concerns about the management of your complaint you can contact the:

- Manager of the service
- General Manager
- Senior Complaint Manager

If you are dissatisfied with the way the complaint was managed you can contact the Health Care Complaints Commission, which is independent of our hospital and the Area Health Service.

Health Care Complaints Commission

Locked Mail Bag 18
Strawberry Hills NSW 2012
email: hccc@hccc.nsw.gov.au
Telephone: (toll free) 1800 043 159