

You have the right and responsibility to:

- ☉ Raise your concerns at the earliest possible stage and provide staff with the information needed to assist in an effective resolution.
- ☉ Seek a solution using the process outlined in this brochure, prior to making a formal complaint.
- ☉ Withdraw from the complaint at any stage.
- ☉ Be kept informed of the investigation's progress and a target completion date.
- ☉ An apology.
- ☉ Have your complaint lodged by a carer or relative, at your request.
- ☉ Have a support person of your choosing present at any meeting that you may attend relating to your complaint.
- ☉ Not knowingly make false or malicious complaints.
- ☉ To pursue the complaint through alternative channels eg: The Health Care Complaints Commission.

Our Complaint Management Principles

The team at Sydney Children's Hospital, Randwick is committed to managing your complaint according to the relevant Commonwealth and State legislation. These include:

- ☉ The Privacy and Personal Information Act NSW 1998
- ☉ The Health Care Complaints Act 1993 NSW
- ☉ Government Information (Public Access) Act 2009 (GIPA Act) (replacing Freedom of Information Act)
- ☉ The Anti Discrimination Act 1977 NSW

The NSW Ministry of Health maintains a state-wide Incident Information Management System database. The issues raised by you will be recorded in this database for monitoring and analysis purposes only. Please be assured that personal information is not published.

Sydney Children's Hospital
High Street Randwick NSW 2031
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www.sch.edu.au



Complaints Compliments Concerns

How to have your say



It's OK to make a complaint

Sydney Children's Hospital encourages and values feedback from patients, families and visitors. Whether it is positive or negative, your feedback can help identify what is working well and what we can do better.

We take your concerns seriously

Our team is here to listen; every complaint or concern is taken seriously, discussed, addressed and seen as a positive way in which the Hospital can further enhance its services.

Care will not be compromised

Patient care and superior service delivery has, and always will be the Hospital's number one priority. Please be assured that providing feedback will not affect your child's care in any way.

If you have any feedback on your hospital stay, we would like to hear from you

How to provide feedback

Let the area concerned know

You can talk to the Nursing Unit Manager on the ward where your child is staying, or speak to a member of your child's health care team.

Contact the Patient Friend

If you would prefer to speak to someone who is not in your child's health care team, the Patient Friend is available to listen to your concerns and liaise on your behalf with the appropriate hospital staff. The Patient Friend can also guide you on how to submit a compliment or formal complaint.

The Patient Friend can be reached directly during business hours, Monday to Friday on (02) 9382 0680. If you prefer, a staff member can contact the Patient Friend on your behalf.

Suggestion Box

You can also use one of the suggestion boxes located on every ward. Anonymous feedback can be provided in this way and will be reviewed by the Patient Friend and forwarded to the appropriate staff for review and further action.

If you wish to make a formal complaint, please address your concerns in writing to:

Director of Clinical Governance
Executive Unit Level 3
Sydney Children's Hospital
High Street
Randwick NSW 2031

What information should I include in a complaint?

- ⦿ Your complaint should include what actually happened, where and when it occurred and who was involved
- ⦿ Include your patient reference number (MRN), if you have one
- ⦿ Include information about any actions you have already taken to resolve your concerns
- ⦿ State what outcome you seek from making a complaint
- ⦿ Attach any additional information and copies of relevant documents to the complaint.

Remember to keep a copy for yourself and expect to have your complaint acknowledged within a week of receipt and allow up to 35 days for a response.

If you are dissatisfied with the way your complaint has been dealt with, or if you feel uncomfortable raising it with the service or hospital you can write to:

The Health Care Complaints
Commission
Locked Mail Bag 18
Strawberry Hills NSW 2012
Ph: 1800 043 159
www.hccc.nsw.gov.au