

OUR COMPLAINT MANAGEMENT PRINCIPLES

The team at The Sydney Children's Hospitals Network 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.

YOU HAVE THE RIGHT TO:

- Be provided with appropriate and easily understood information about the complaints process.
- Be kept informed of the investigation's progress and a target completion date.
- 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.
- Withdraw from the complaint at any stage.
- To raise the complaint through alternative channels eg: The Health Care Complaints Commission.

YOU ARE EXPECTED TO:

- Raise your concerns at the earliest possible stage and provide staff with the information needed to assist in a helpful outcome.
- Respect the role of staff and their right to respond to a complaint.
- Treat staff with courtesy and consideration.
- Not knowingly make false or malicious complaints.

KEY CONTACTS:

- **Patient Friend at
Sydney Children's Hospital, Randwick**
Phone: (02) 9382 0680
- **Patient Friend at
The Children's Hospital at Westmead**
Phone: (02) 9845 3535



The Sydney
children's
Hospitals Network

care, advocacy, research, education

COMPLAINTS COMPLIMENTS CONCERNS

How to have your say at
The Sydney Children's Hospitals Network



The Sydney **children's** Hospitals Network
care, advocacy, research, education

The Sydney Children's Hospitals Network record complaints in specific databases used for monitoring and analysis purposes only. Please be assured that personal information is not published.

IT'S OK TO MAKE A COMPLAINT OR EXPRESS YOUR CONCERNS

The Sydney Children's Hospitals Network (which includes Sydney Children's Hospital at Randwick and The Children's Hospital at Westmead) 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 improve on.

WE TAKE YOUR CONCERNS SERIOUSLY

Our team is here to listen. Every complaint or concern is discussed, addressed and seen as a positive way in which we can improve our services.

CARE WILL NOT BE COMPROMISED

Providing the best possible care to every child is important to us. Please be assured that providing feedback will not affect your child's care in any way.

SHARE A POSITIVE EXPERIENCE WITH US

Please let us know when a staff member does a great job, or when your overall hospital experience has been positive. We are always keen to hear and recognise excellent work from our team.

IF YOU HAVE ANY FEEDBACK ON YOUR EXPERIENCE, WE WOULD LIKE TO HEAR FROM YOU.

HOW TO PROVIDE FEEDBACK

Let the area concerned know

You can talk to the Nursing Unit Manager, Head of Department, or speak to a staff member involved in the care of your child.

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. They can also guide you on how to submit a written compliment or complaint.

The Patient Friend can be reached during business hours, **Monday to Friday.**

For Sydney Children's Hospital, Randwick

Phone: (02) 9382 0680

For The Children's Hospital at Westmead

Phone: (02) 9845 3535

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. It will then be forwarded to the appropriate staff and the Clinical Governance Unit for review and further action.

Online Feedback

Feedback can be provided online via our website: schn.health.nsw.gov.au/contact-us

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

Director of Clinical Governance

Sydney Children's Hospitals Network
Locked Bag 4001, Westmead 2145, NSW Australia

WHAT INFORMATION SHOULD I INCLUDE IN A COMPLAINT?

The more specific the information you are able to provide, the more thoroughly we can investigate the complaint and take appropriate action/s. If you are not sure what to include, contact one of our Patient Friends who can help you.

IF YOU ARE NOT HAPPY WITH HOW WE MANAGE THE COMPLAINT

If you are not happy with the way your complaint has been dealt with, or if you feel uncomfortable raising it with us directly, you can contact:

The Health Care Complaints Commission

Locked Mail Bag 18
Strawberry Hills NSW 2012
Phone: 1800 043 159
hccc.nsw.gov.au

