### Where else can I go?

It is always best to try and resolve any concerns with our service first, to give us the opportunity to resolve the issue.

If you have tried this and still not satisfied, you can contact the Health and Disability Services Complaints Office.

The Health and Disability Services Complaints Office (HaDSCO), is an independent statutory authorities providing an impartial resolution service for complaints relating to health or disability services provided in the WS>. This service is free and available to all users and providers of health or disability services. HaDSCO was formerly known as the Office of Health Review until November 2010.

Acting impartial and in confidence, HaDSCO reviews and reports on the cause of complaints, undertakes investigations, suggest service improvement and advises service providers about effectively resolving complaints.

### The Health and Disability Services Complaint Office (HaDSCO)

GPO Box B61, Perth A 6838

Complaints and enquiries line: (08) 6551 7600

Administration: (08) 6551 7620

Fax: (08) 6551 7630

Country Free Call: 1800 813 583

TTY: (08) 6551 76740



Date:				
Staff Name:				
Resolved Yes	No			
Action taken				
Further action required				
Entered into LOGIQC	Yes No			

Yura Yungi Medical Service Aboriginal Corporation

PMB 10, 342 Terone Street Halls Creek WA 6770 Ph: 08 9168 6266



## FEEDBACK FORM

# Please have a say about YYMS

All complaints, suggestions and feedback are valuable

## Feedback Form for Patients, Guests & Staff

What kind of feedback would you li	ke to give YYMS?				What do I do with the forms
Compliment Co	mplaint Suggestion General Feedback		What do I do with the form?  Put the form in the Feedback		
What areas of YYMS wou <mark>ld you like</mark>	a staff member. You can also f				
Reception/Waiting area  Clinic Staff (Health workers, nurses, doctors)  Medication/Webster Pack  Patient Assisted Travel Scheme (PATS)	Social & Em Wellbeing U Patient Pick Specialist Ap Overall look (grounds, fa	Unit -up/drop off -up/ointment of YYMS	Other		and email it to feedbacks@yyl alternatively, mail it to PMB 10 WA 6770  Would you like a response feedback? Yes  If you would like a response, pl contact details:
How would you describe your expe		☐ No Good		☐ Bad	Name:
Can you explain your feedback?					Mobile:
How would you like us to improve?					The CEO will phone or write 7 working days of receiving y

Box, or give to fill in the form ms.org.au or , Halls Creek

### to your

No

lease provide

to you within our feedback.



We value your opinion & appreciate your feedback.