



# FREMANTLE WOMEN'S HEALTH CENTRE

## CLIENT AND CARER COMPLAINTS PROCEDURE

### Policy Statement

Fremantle Women's Health Centre (FWHC) is committed to providing a professional service of high quality and recognises that clients and carers have a right to make a complaint if dissatisfied with the service they receive. FWHC recognises that client and carer dissatisfaction can adversely affect health outcomes and acknowledges that complaints are an important source of consumer feedback and an opportunity for quality and service improvement. FWHC is committed to dealing with complaints fairly, promptly and without negative consequences to the client and/or carer.

### Client and Carer Complaints Procedure for Staff

- Clients and carers will be encouraged to raise their concern/s with staff so that the issue may be resolved in a satisfactory manner.
- Clients and carers will be encouraged to raise their complaint directly with the staff member concerned.
- Staff will aim to respond to and resolve complaints as/when they are raised.
- Verbal complaints will be addressed by staff in a private area with respect and courtesy.
- Clients and carers will be informed that their complaints may be registered in writing to the CEO.
- Clients and carers will receive a letter of acknowledgment from the CEO giving them a time frame for action.
- If clients and carers are dissatisfied with the process to this point, they will be informed that their complaint may be forwarded in writing to the Chairperson of the Board.
- Alternatively, the client may seek redress through an external body such as the Health and Disability Services Complaints Office (HaDSCO) or Health Consumers Council.



 (08) 9431 0500 | Monday - Friday, 8:30am - 4:30pm

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