

**We support your right to share your compliments,
feedback, concerns or complaints.**

As part of our commitment to provide a high quality service, we encourage you to:

- Tell us what we're doing well.
- Tell us if you have a concern or complaint.

We value open and timely communication and we understand the importance of resolving matters promptly within our service. We also understand the importance of providing a warm and welcoming environment for you to raise your concerns or complaints.

If you raise a concern or complaint, we will work with you to address the issue(s) and find an amicable resolution.

Compliments and complaints can be provided via the following methods:

- Dropping a completed yellow 'What did we do to brighten your day?' form OR a pink 'Where could we improve?' form into the suggestion box located at reception.
- Speaking with the Registered Nurse in charge, the Centre Manager or by approaching an employee.
- Email to meath@meath.org.au
- Telephone: Dr Mary Surveyor Centre 9309 7000 or Michael Lee Centre 9365 2900.
- Written letter attention of the Centre Manager to:

Dr Mary Surveyor Centre: Meath Care (Inc.), 18 Hocking Road, Kingsley, WA 6026

OR

Michael Lee Centre: Meath Care (Inc.), 80-82 Henley Street, Como, WA 6152

Please note:

1. Any employee can be approached to provide compliments, to raise a concern or make a complaint. Where an employee is not able to handle or resolve complaints on behalf of the service, the employee will be able to refer the feedback to other employees and/or act as an advocate for the complainant and assist with completing forms for them.
2. A copy of our *Complaint Handling Policy* is available for you to view on our website or by contacting the Centre Manager.
3. Occasionally it is not always possible to resolve complaints that involve disputed matters. This will be communicated to you in a professional manner and methods of appeal and other avenues for you to raise your concerns will be explained to you e.g. external complaint mechanisms like the Complaints Commissioner.



Chris Roberts
Chief Executive Officer