

## Customer Relations

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Head of Department: Robyn Martin

### Services

**GP feedback on hospital services and communication is valued and does assist change.** The Customer Relations Service provides a point of contact for all members of the community **including GPs** for comment, information, support, assistance and guidance. GP Liaison can also assist formally or informally in any problems you have in interactions with the hospital however as this is a part-time service we may not be available when you require assistance.

Concerns, complaints and compliments can be lodged by phone, fax, Email or in writing. Postal address:

Customer Relations

PO Box 480

FREMANTLE WA 6959

#### To help us investigate your concern it would be helpful if you include details such as:


- What occurred and when, with dates/times if possible and who was involved.
- What you would like to see happen as a result of raising your concern.
- If you would like feedback on the outcome of the investigation, please provide your contact details.

#### What happens next?

- Your concern will be documented.

*N.B. Please be aware that complaint documentation is confidential and will not be placed in the hospital medical record. All information is accessible under Freedom of Information legislation.*

- You will receive acknowledgment of your concern by letter or telephone.
- **Your concern/s will be investigated. This process may take from 3 to 6 weeks. If there are delays, you will be kept updated on progress.**
- You will be given the name and contact details of a Customer Relations staff member to speak to whilst your concern/s is investigated.

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<b>Revisions</b>	2003, 2006, Feb 2008, Jan & Aug 2009	<b>Endorsed by</b>	Robyn Martin
<b>This version</b>	10 August 2009	<b>Title</b>	<i>Customer Relations GP Liaison Handbook 2009</i>
<b>Revision Due</b>	10 August 2011	Page 1 of 2	 <p>Department of Health South Metropolitan Area Health Service</p> <p>GOVERNMENT OF WESTERN AUSTRALIA</p>

- Once the investigation is completed, you will be informed of the outcome either by letter or telephone (unless you indicate otherwise).

Consumer feedback is collated, analysed and reported to internal and external stakeholders. This information is used to identify areas requiring improvement and the level of consumer satisfaction with the service. In collaboration with stakeholders, changes in services, systems and processes occur, as part of our commitment to providing quality and safe care. Information on the management of complaints is available in the Western Australian Health Complaint Management Policy, *Driving Quality Improvement by Effective Complaints Management*, Department of Health.

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