

## HOW TO MAKE A COMPLAINT?

If you are not happy with the service you have right and the responsibility to make a complaint.

To assist you in resolving the complaint please ask to see a copy of the Centre's 'Complaints Policy and Procedure'. A staff member will assist you.

### STEP 1

Tell the member of staff you are seeing of your concerns.

You can also anonymously submit feedback on our website [liverpoolwomenshealth.org.au](http://liverpoolwomenshealth.org.au)

If you are not satisfied with the results:

### STEP 2

Contact the Centre Manager of the Management Committee's Complaints Officer either in writing or verbally.

If you are still not satisfied or do not wish to take this step:

### STEP 3

Write to or phone the Health Care Complaints Commission.

Level 12, 323 Castlereagh Street, Sydney (Locked Mail Bag 18 Strawberry Hills NSW 2012).  
Phone 9219 7444 or 1800 043 159.

## THIS BROCHURE TELLS YOU ABOUT:

1. Your rights when using this service.
2. Your responsibilities when using this service.
3. How to make a complaint.

We welcome suggestions from clients to ensure ongoing service improvement and complaint prevention.

**If you would like further explanation or need an interpreter, please show this brochure to a member of our staff.**

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### Liverpool Women's Health Centre

26 Bathurst Street, Liverpool, 2170

(Corner of Campbell and Bathurst Street)

Phone: 02 9601 3555

Fax: 02 9824 0448

Email: [SHSLHD-LiverpoolWomensHealthCentre@health.nsw.gov.au](mailto:SHSLHD-LiverpoolWomensHealthCentre@health.nsw.gov.au)

# LIVERPOOL WOMEN'S HEALTH CENTRE



**YOUR RIGHTS &  
RESPONSIBILITIES WHEN  
ATTENDING LIVERPOOL  
WOMEN'S HEALTH CENTRE**

## **YOU HAVE THE RESPONSIBILITY TO:**

- Give information that assists the health worker you are seeing. However, your right to withhold information is also respected.
- Ask about understanding your health problem and its management.
- Keep appointments or let the service know if you cannot attend.
- Inform the health worker if you are currently seeing someone else for the same problem.
- Acknowledge and respect the rights of others in the Centre.
- Accept the results of your decisions about your health care.
- Advise the appropriate people about any complaint or compliment about the service.

**YOUR HAVE THE RIGHT TO TAKE RESPONSIBILITY FOR YOUR HEALTH CARE AND WILL BE ENCOURAGED TO DO SO.**

## **YOU HAVE THE RIGHT TO:**

### **Be treated politely and with respect**

- You will be treated politely, with respect to your dignity, culture, religion and beliefs.

### **Be given clear instructions**

- About your care in terms that are readily understood
- Expected wait times
- The proposed plan of care and expected outcomes
- The name and responsibilities of the health care worker providing services to you

### **Privacy**

- Receive health care in reasonable privacy
- Any discussions about your care will be done so discreetly and confidentially.

### **Confidentiality within the Centre, consistent with Centre policies**

- Information you tell us about yourself or others will not be available to anyone not directly involved in your care unless:
  1. You give your consent
  2. It is required by law
  3. Your safety or that of another is at risk

### **Accept of refuse the service we offer including:**

- To choose to leave any condition untreated or not work on an issue.
- To withdraw consent at any time.
- To refuse services from a particular health worker.
- To refuse health care from students.
- To refuse to participate in research.
- To seek a second opinion.
- TO transfer your care to another agency.

### **The use of an interpreter service**

- When required by you
- This service is free and confidential

### **Read your file at any time and add information or comments to the record.**

### **To make comments or suggestions about any aspect of our service.**

### **Make a complaint about the service**

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We have the right to limit the service provided to you on the grounds of professional judgement, service availability, or staff and client safety.