



Government of **Western Australia**
South Metropolitan Health Service
Peel Health Campus

Tell us what you think about us



Easy Read

www.peel.health.wa.gov.au

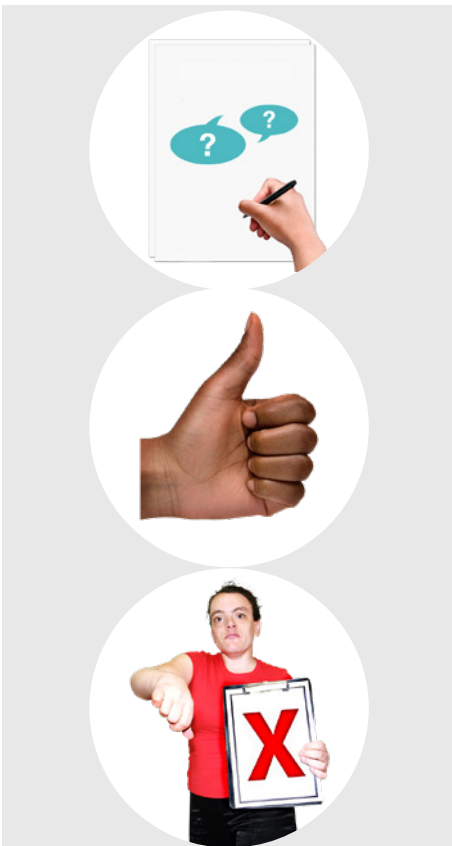
Tell us what you think about us



We want to give you a good health service.



If you tell us what you think about our health service it helps us do a better job.



You can use this form to

- Give us **feedback**
- Give us a **compliment**
- Make a **complaint**.



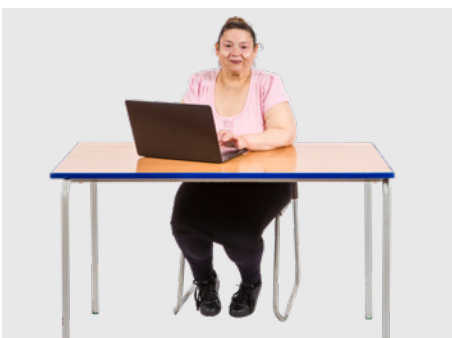
Feedback means you tell us what you think about our service.



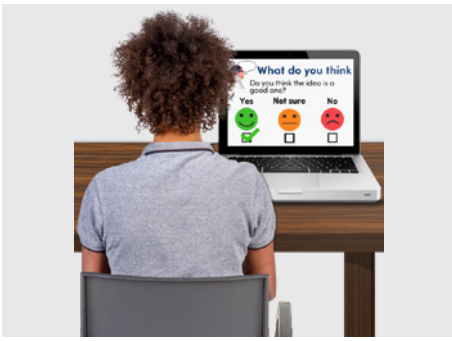
Compliment means you tell us what you like about our service.



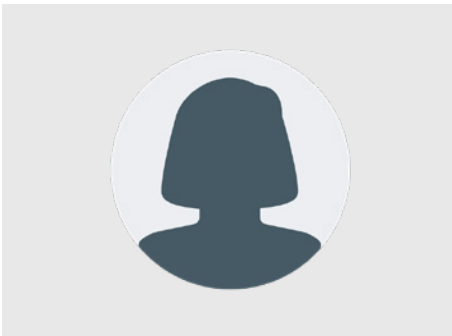
Complaint means you tell us about something you are not happy with.



If you do not want to fill in the form you can tell us on **Care Opinion**.



Care Opinion is a website where you can tell your story about the health care you get.



You do not have to say who you are when you write on Care Opinion.



Someone from our staff will write back to you on Care Opinion.



To tell us on Care Opinion go to
www.careopinion.org.au

How to make a complaint

You can make a complaint

- In person
- Over the phone
- By writing to us.



We might then ask you to talk to a **Patient Liaison Officer** about it.



You can tell the Patient Liaison Officer

- What the issue is
- What you want us to do about it.



We will not share your information and what you tell us with others.



Your complaint will not go into your medical information.



Your complaint will not change anything about the health care we give you.



You can also choose not to tell us who you are.



It is ok if you do not want to talk about your complaint with us yourself.

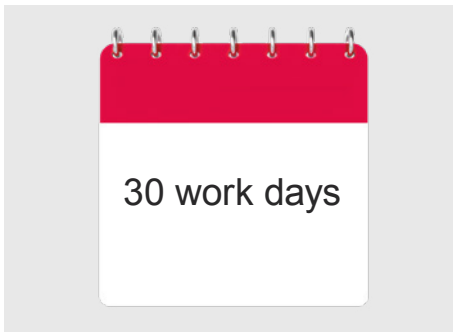


You can ask someone to do it for you like a family member or friend.

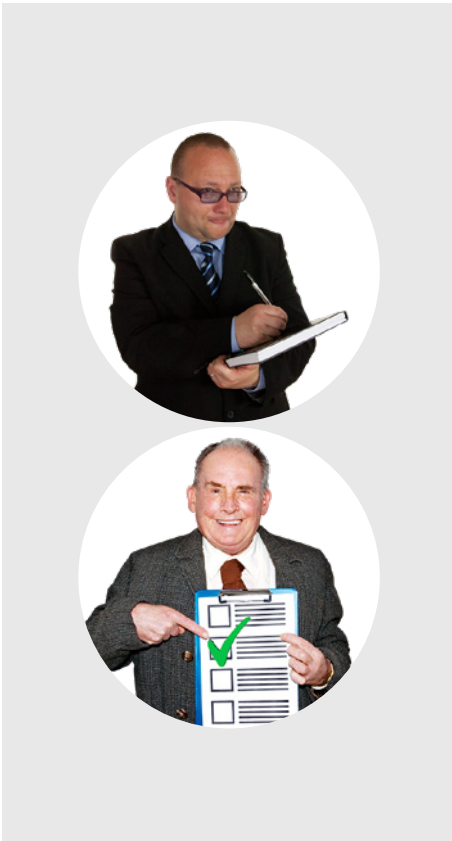
How we deal with complaints



We will look into your complaint.



This might take about 30 work days.



Then we will let you know

- What we find out
- What we will do about it.



It can be that you are not happy with how we deal with your complaint.



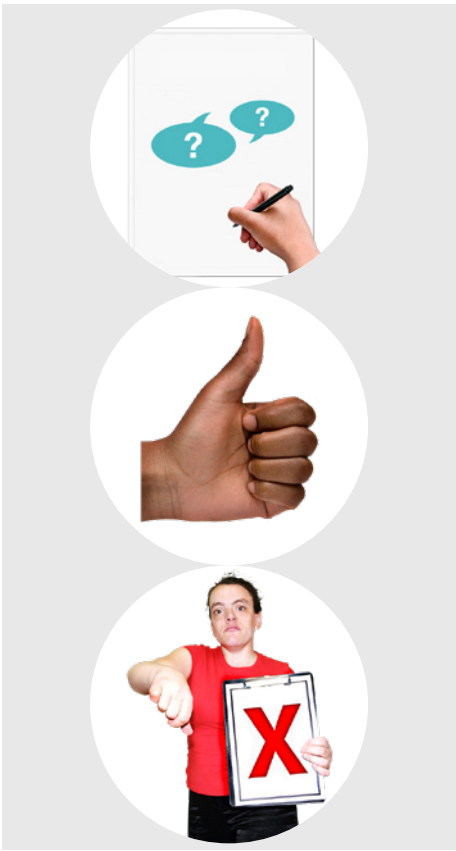
If that happens you can contact the Health and Disability Services Complaints Office.



You can

- Call them on 6551 7600 or 1800 813 583
- Go to their website at **www.hadsco.wa.gov.au**.

Tell us what happened



I want to

- Give feedback
- Give a compliment
- Make a complaint.



Please tell us the area or ward it is about.



Please tell us when it happened.



Please tell us what happened.



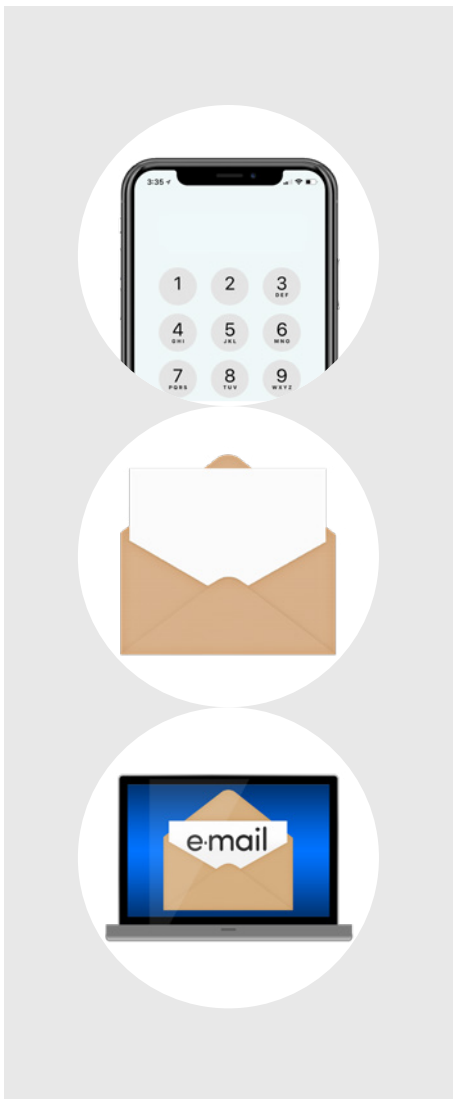
Please tell us what you want us to do about it.



Do you want to know what happens next?

- Yes
- No.

If you ticked yes how would you like us to tell you?



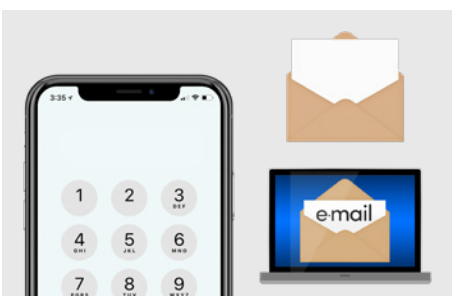
- Phone call

- Letter

- Email.



If you want us to contact you about this form we need some contact information.



We need some information from you so that we can contact you.



Your name



Your address



Your phone number



Your email address

How to get the form to us



After you fill in this form there are 3 ways to get the form to us.

You can



- Ask our staff to give the form to a Patient Liaison Officer

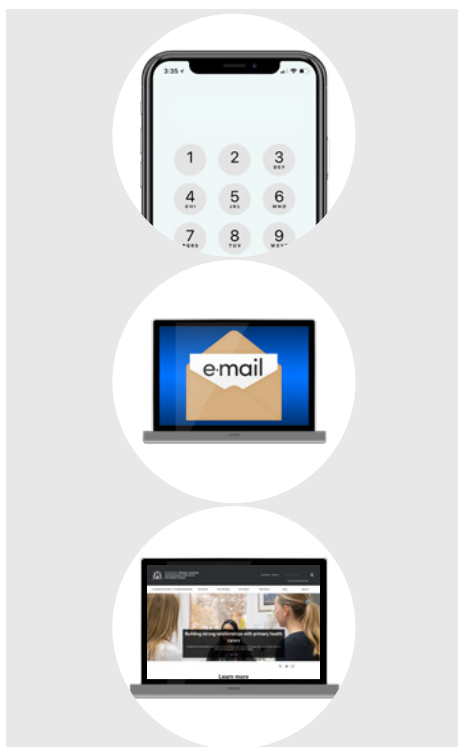


- Ask to meet with a Patient Liaison Officer at Peel health campus



- Post the form to
Patient Liaison Officer
PO Box 2013
Mandurah DC
WA 6210.

Contact us



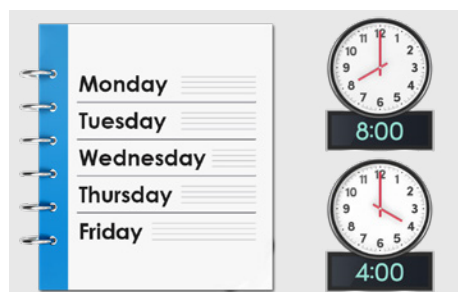
To contact us you can

- Call us on 9531 8177 or 9531 8000
- Send an email to
phc.feedback@health.wa.gov.au
- Go to our website
www.peel.health.wa.gov.au.



Our address is

Peel Health Campus
110 Lakes Road
Mandurah WA 6210.



You can meet with us Monday to Friday
from 8am to 4pm.

Council for Intellectual Disability made this document Easy Read. **CID** for short.
Email CID at **business@cid.org.au** if you want to use any of the pictures.



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For staff only

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