

# We value your **feedback** and use this to **improve** our services

## The feedback/complaints process



Feedback/complaint received in writing and acknowledged within five working days



Contact with the individual to agree on response timeframes and method



Investigate feedback / complaint



Respond to individual

### To provide feedback/lodge a complaint:

**Email:** [feedback@hcq.org.au](mailto:feedback@hcq.org.au)

**Or write to:** Feedback/Complaints,  
Health Consumers Queensland,  
GPO Box 1324, Brisbane Qld 4001

**HCQ**

**HEALTH  
CONSUMERS**  
QUEENSLAND