

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



Feedback is incorporated into our continuous improvement and planning actions

To provide feedback/ lodge a complaint:

Email: feedback@hcq.org.au

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

HCQ

**HEALTH
CONSUMERS**
QUEENSLAND