

# COMPLIMENTS, COMPLAINTS & SUGGESTIONS



**ST ANDREW'S HOSPITAL**  
MEDICAL & SURGICAL EXCELLENCE

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Overlooking the South Parklands

St Andrew's Hospital values feedback from patients and their friends, family members or carers. It is important that the hospital constantly improves services to its patients, and your compliments, complaints and suggestions assist in reviewing the way in which care is delivered. The hospital has a "Service Improvement Opportunity Program" in place to ensure that all compliments, complaints and suggestions are addressed.

## **COMPLIMENTS**

In the case of a compliment or suggestions for improvement you may write to the Chief Executive Officer, the Director of Nursing or the Clinical Manager of the ward in which you were a patient. You can be assured that your compliment will reach the staff involved. The hospital will always consider every suggestion made and where possible will implement suggestions.

## **COMPLAINTS**

- You or somebody on your behalf may make a complaint by speaking to the Clinical Manager of the ward in which you are a patient. The Clinical Manager will register your complaint and will do his/her best to resolve the issues.
- Another way to register a complaint or to have any questions or concerns addressed is to contact the Hospital's Patient Liaison Co-ordinator. A notice providing information about how to contact the co-ordinator has been placed in every patient room.
- You may write to the Chief Executive Officer or the Director of Nursing who will investigate your complaint.
- You may also speak to your treating doctor who will ensure that your concerns are passed on to the Chief Executive Officer or the Director of Nursing.

Every effort will be made to resolve your complaint and you will be provided with information about what the hospital has done to address it.