



Voicing Your Concerns

Complaints Procedures

You may wish to provide comment or congratulations, or make a complaint about the advice, actions taken or service provided by staff. The Mt Gravatt Private Hospital welcomes your comments and complaints as they help us improve our service.

Making Your Comments

If you would like to congratulate the day hospital or make comment about the service provided by the centre or from a staff member you can contact the Complaints Officer by telephone, fax, email or mail.

You can complain about a service provided by the day hospital or from a staff member if you believe they:

- Failed to provide satisfactory care.
- Failed to provide enough information or denied you the right to choose.
- Denied your respect, dignity or privacy.
- Have been negligent or unprofessional or
- Caused you concern for any other reason.

Who Can Complain?

You can make a complaint about the day hospital if you are a patient, a friend, relative or guardian of a client, a service provider or anyone with a legitimate interest in the issue.

Wherever possible, you should try to resolve the complaint with the Complaints Officer.

Complaints Officer

The Complaints Officer is available to assist you with your complaint. Personal information provided in complaints will be handled in accordance with privacy legislation and policy.

The Complaints Officer will:

- Listen to you.
- Investigate your complaint.
- Provide advice on what you can expect in response to your complaint.
- Assist you in navigating your complaint through the process.

Making Your Complaint

If you have a complaint you should contact the Complaints Officer by telephone or in writing detailing your complaint and the outcome you are seeking.

If you are still not satisfied with the outcome you may wish to complain to the Office of the Health Ombudsman.

Responding to Your Complaint

You will receive an acknowledgement within three working days of receipt of your complaint, telling you who is dealing with it.

A full reply will follow within 14 days, advising you of the outcome or of any delays.

Your complaint will be investigated by a Team Leader who has not been directly involved in the issue you are concerned about.

While your complaint is investigated, you can expect:

- To be informed of the progress.
- To be treated with respect.
- A reply to your complaint within 14 days.
- Your complaint together with details of the investigations and outcomes will be reported to the Executive Committee and Medical Advisory Committee.

For further information contact:

- Complaints Officer – Mt Gravatt Private Hospital, 2140 Logan Road, Mt Gravatt Qld 4122
- ceo@mgph.au
- Telephone (07) 3543 1333