

Tell us how we're doing



Children's Health Queensland welcomes your feedback about your experience with us. Your compliments, complaints and suggestions help us provide the best possible service we can to our patients and families.

Is this a: (please tick ✓) **Compliment** **Suggestion/idea** **Complaint/concern**

Are you a: Patient Parent/carer/guardian Other (please specify)

Would you like us to contact you about your feedback and advise you of any updates or action taken?

Yes No

If yes, please provide your details below

Your name:

Tel: (H)

(M)

Email:

Address:

Postcode

Patient's name (if applicable):

Patient's date of birth: / /

Patient's UR number (if known)

Do you consent to Children's Health Queensland sharing your feedback? Yes No

What would you like to see happen as a result of your feedback?

Tick (✓) as many boxes as appropriate

Compliment

Thank staff member/team

Other (please specify)

Complaint

Apology

Explanation

Improved access to service

Change in procedure/policy

Education/training of staff

Prevent reoccurrence

Other (please specify)

Please complete both sides of this form

Your privacy: We take your privacy seriously. There will be no record of your complaint attached to the patient's medical chart. All complaints are treated with the utmost confidentiality at all times. Compliments will be forwarded to relevant staff and their supervisors.

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Please provide as much detail about your experience as possible (eg. name of ward/area, time, staff names).
If there is not enough space, please attach another sheet of paper.

Date event occurred:

/ /

Location: (eg. community, emergency, outpatients)

ward/department/service:

Details:



Thank you for your feedback

Please return completed form by:



Handing to any staff member



Mail:

Patient Experience Improvement Officer,
Patient Safety & Quality Service, Children's Health Queensland,
PO Box 3474 South Brisbane QLD 4101



Email: CHQ_PatientExperience@health.qld.gov.au

Please tick if you require:



an interpreter (please specify
language required)



an Aboriginal and Torres Strait
Islander liaison officer

You can speak with our Patient Experience Improvement Officer by calling 07 3068 1120