

## What is Feedback?

Feedback is what you tell us about our service.  
This may be something we did well or did badly.  
What you tell us will help improve our care and  
service for everyone.

### How to give us feedback:

We suggest you ask to speak to the Nurse Unit Manager on the ward or the manager of the department as a first approach. You may like to write a letter to the manager of the ward or department.

Complete this form and hand into any reception desk or use the reply paid envelope, enclosed.  
You may email your compliment or complaint to:  
[lghfeedback@ths.tas.gov.au](mailto:lghfeedback@ths.tas.gov.au)

Telephone the free-call compliments and complaints message line below, (checked daily Mon-Fri business hours) we will return your call as soon as we can.  
Free Call: **1800 008 001**

If the hospital does not resolve your complaint to your satisfaction you can contact the Office of the Health Complaints Commissioner  
Free Call: **1800 001 170** or email  
[health.complaints@ombudsman.tas.gov.au](mailto:health.complaints@ombudsman.tas.gov.au)

If you are over 65 or over 50 ATSI, you can choose to lodge a complaint via the Aged Care Quality & Safety Commission  
Free Call: **1800 951 822** or email  
[info@agedcarequality.gov.au](mailto:info@agedcarequality.gov.au)



### Upon completion, please return this form to

Quality & Patient Safety Service  
Launceston General Hospital  
P.O. Box 1963

Launceston TAS 7250

Or

Email: [lghfeedback@ths.tas.gov.au](mailto:lghfeedback@ths.tas.gov.au)

Or

Stamped Self Addressed Envelope (provided)

Or

Telephone the Compliments and Complaints free call line

**1800 008 001**

This information sheet has been prepared by staff in the Quality & Patient Safety Service at the Launceston General Hospital to assist you with queries related to your service provision.

**Revision Date: January 2019**

Tasmanian Health Service

# Tasmanian Health Service North Feedback Form

Feedback, such as suggestions, compliments and complaints about our health service are appreciated and we take them seriously. We do respect your privacy and any details provided by you will be kept confidential.

TASMANIAN  
HEALTH  
SERVICE



