

## Ways to give feedback

1. Call or email us using the contact details on the back of the brochure.
2. Write your feedback on this brochure and hand it to reception, scan and email, or post it to us.

If you have a complaint, please try talking to the person causing you concern or their manager first. We have found that complaints are best resolved this way.

You can also contact:  
Advocacy Tasmania  
Phone: 1800 005 131

Aged Care Quality and Safety Commission  
Phone: 1800 951 822

## What we will do

If you give us your contact details, we will let you know we have received your feedback.

If you have made a complaint, we will treat your feedback confidentially. We will look into what has happened and why. We will give a copy of your complaint to the staff who were involved and talk to them about it.

We will also look at your medical record in relation to your complaint. We will contact you with the outcome of this process, usually within 35 days of receiving your complaint.

If you are unhappy with our response you can contact:

Office of Health Complaints Commissioner  
Phone: 1800 001 170 (free call)

Email: [health.complaints@ombudsman.tas.gov.au](mailto:health.complaints@ombudsman.tas.gov.au)

## Contact Details:

### South

Phone: 1800 811 911  
Email: [south.feedback@ths.tas.gov.au](mailto:south.feedback@ths.tas.gov.au)  
Post: GPO Box 1061  
Hobart TAS 7001

### North

Phone: 1800 008 001  
Email: [north.feedback@ths.tas.gov.au](mailto:north.feedback@ths.tas.gov.au)  
Post: PO Box 1963  
Launceston TAS 7250

### North West

Phone: 1800 062 322  
Email: [northwest.feedback@ths.tas.gov.au](mailto:northwest.feedback@ths.tas.gov.au)  
Post: PO Box 21  
Latrobe TAS 7307

### Statewide Mental Health Service

Please contact the region above, in which you were treated.

### Oral Health Services Tasmania

Phone: 1300 011 013  
Email: [ohst.feedback@ths.tas.gov.au](mailto:ohst.feedback@ths.tas.gov.au)  
Post: GPO Box 125  
Hobart TAS 7001



Interpreter



## Do you have a compliment, suggestion or complaint?

(please tick the appropriate box  
above)

We appreciate your feedback. It will  
help us improve our service.

TASMANIAN  
HEALTH  
SERVICE



Tasmanian  
Government

