

COMPLIMENTS & COMPLAINTS

If you are unhappy with your care:

- You can speak to the doctor or nurse caring for you - or the manager.
- You can phone the hospital or service you would like to make a complaint about.
- You can contact our complaints line by calling **1800 605 172** or emailing HNELHD-SRC@hnehealth.nsw.gov.au
- You can write a letter to Hunter New England Health, Strategic Relations and Communication Locked Bag 1, New Lambton NSW 2305.
- You can write a letter to the Chief Executive of Hunter New England Health at Locked Bag 1, New Lambton NSW 2305.

If you don't want to talk to staff, you can contact the **Health Care Complaints Commission (HCCC)**:

- Call 9219 7444 or 1800 043 159 (free call)
- You can write to Locked Mail Bag 18, Strawberry Hills, NSW 2012
- You can email hccc@hccc.nsw.gov.au

If you need to speak to someone in your own language you can call the Interpreter Service on 4924 6285.

If you are happy with your care

To make a compliment you can:

- Contact the manager of the hospital or service
- Call the feedback line on 1800 605 172
- Write to the Chief Executive, Locked Bag 1, New Lambton NSW 2305
- Complete the feedback form – you can get one from staff.