

# COMPLAINTS PROCEDURE

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In all endeavours the staff, and management of Macquarie St Day Surgery will work together to continuously improve the quality of services .

Through strategic planning we will effectively meet the needs of our community and address the issues challenging a free standing day surgery facility.

If you are not happy about any part of your treatment at Macquarie St Day Surgery, please do not hesitate to speak with us.

In most instances your doctor, anaesthetist, the nurse attending you or our admissions office will be able to assist you depending upon the nature of your complaint.

If they are unable to resolve the matter, please ask to speak to the Director of Nursing. Alternatively, you may wish to express your complaint in writing.

All complaints will be handled with confidentiality and referred to the Management Committee for consideration. After a thorough investigation you will receive a written reply.

Any matter which is not resolved to your satisfaction may be taken to the NSW Government Health Care Complaints Commission.

The aim of our quality assurance program is to ensure that you receive the best possible care. Your comments and suggestions by way of the post operative patient satisfaction survey will help us to achieve this objective.

Management Committee  
Macquarie St Day Surgery