

## Our Feedback Process

We are committed to continual improvement and encourage the public to provide us with feedback on our services and programs.

All feedback will be used to identify and address any issues and to improve the effectiveness and efficiency of our organisation.

### How to provide feedback



1300 699 167



[wnewphn.org.au/about-us/contact-us](https://wnewphn.org.au/about-us/contact-us)



[admin@wnewphn.org.au](mailto:admin@wnewphn.org.au)



Western NSW PHN,  
PO Box 890,  
Dubbo, NSW 2830

### How feedback will be handled

WNSW PHN handles all feedback with respect to privacy and confidentiality. Feedback can be given anonymously but this will affect the PHN's ability to keep the complainant informed about the matter.

1. All feedback will be entered into a register and receipt of any complaints will be acknowledged.
2. An initial assessment is made as to whether the issue can be resolved immediately or if an investigation is necessary
3. If an investigation is needed the appropriate person to handle the complaint is identified and informed.
4. In cases where a complaint is made against a service provider the person investigating the complaint will follow it up with the service provider.
5. The complainant will be notified when the issue is resolved and provided with the outcome of the complaint and any action taken. We aim to have all complaints resolved within 30 days. If it takes longer than this the complainant will be informed.
6. If the complainant is not satisfied with the results of the investigation they can seek a review. The request for review should be made within three months via the [admin@wnewphn.org.au](mailto:admin@wnewphn.org.au) or at the following address: Western NSW PHN, PO Box 890, Dubbo NSW 2830

### PHN Complaints

If you are not satisfied with our actions, including our response to your follow up questions, you may contact the Department of Health at [Phn.Complaints@health.gov.au](mailto:Phn.Complaints@health.gov.au). Please refer to the [PHN Program Complaints Policy](#) for further details about lodging a complaint with the Department of Health.

### More Information

If you would like more information or a copy of our Feedback Policy, please contact us on 1300 699 167.

