

***We welcome your feedback on our Service.***

There is a suggestions and/or compliments box in the waiting room, a formal survey is conducted regularly, or you may offer feedback informally to staff. Your feedback helps us to improve our service to you.

**INTERPRETER SERVICE**

We have access to the following services:

**Translation and Interpretive Services**  
24 hours, 7 days per week, at the cost of a local call.  
Phone — 1300 131 450

**National Relay Service for the Deaf**  
TTY Voice Calls — 133 677  
Speak and Listen — 1300 555 727  
SMS Relay — 0423 677 767

**COMPLAINTS**

We take your concerns and complaints seriously. Please take this complaints brochure which explains the processes of our complaints system.

If you believe that Mamu Health Service Limited has not adequately dealt with your complaint you may also contact:

***Office of the Health Ombudsman (OHO)***

PO Box 13281  
George St, Brisbane QLD 4003  
Telephone: 133 646  
Email: [complaints@oho.qld.gov.au](mailto:complaints@oho.qld.gov.au)  
[www.oho.qld.gov.au](http://www.oho.qld.gov.au)

*Or the*

***Australian Human Rights Commission***

GPO Box 5218, Sydney, NSW 2001  
Tel: 1300 656 419  
[www.humanrights.gov.au](http://www.humanrights.gov.au)



*“Our Health Our Future”*

**COMPLAINTS / FEEDBACK BROCHURE**

*Mamu Health Service Limited strongly supports the rights of every client to receive quality care and to provide feedback or make a complaint about the services they receive.*

This brochure is designed to help you understand the Complaints/Feedback process of MAMU HEALTH SERVICE LIMITED

*Mamu Health Service Limited is funded by the Commonwealth Department of Health*



Doc\_258\_Complaints/Feedback Brochure\_V6

All complaints/feedback will be dealt with quickly and with respect, sensitivity and confidentiality.

You will not be treated unfairly in any way as a result of making a complaint about the care provided to you by Mamu Health Service Limited.

You may choose to speak to a staff member directly, or by phone, about your complaint/feedback, or put it in writing and place in one of the locked feedback boxes available in each location, or alternatively post to:

*The Chief Executive Officer  
Mamu Health Service Limited  
PO Box 1537  
Innisfail QLD 4860*

Mamu Health Service Limited will offer assistance and support in this process where requested, including the use of interpreters and for clients with special needs.

### The Complaints Process

If unable to be resolved on the spot, your complaint is received (form available from Reception) and directed to the Chief Executive Officer.

The Chief Executive Officer determines, by the nature of the complaint, the appropriate area of the Service to act upon and resolve the problem, and oversee the process.

You will be kept informed about the investigation into your complaint and the outcome.

If you feel that your complaint has not been resolved appropriately, there are other organizations that you can contact listed on the back of this brochure.

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### Complaints regarding Privacy Breaches

Under the Privacy Amendment (*Enhancing Privacy Protection*) Act 2012, this Service must provide and adhere to a complaints process for privacy issues and those related to the Australian Privacy Principles (APPs). Your complaint will also be referred to our Privacy Officer who will determine steps to resolve your complaint and notify you. Please see our **Privacy Information Brochure** for more information.



## **MAMU HEALTH SERVICE LIMITED**

**Administration Centre**  
**23 Gladly Street**  
**Innisfail QLD 4860**

**PO Box 1537**  
**Innisfail QLD 4860**

**Telephone : 0740 615 100**

**Fax : 0740 615 188**