

YOUR FEEDBACK

Your feedback is very important to us as it alerts us to potential problems with the service we provide and drives us to find a better way of doing things. If you have any suggestions, ideas or any concerns you can either:

1. Speak with your GP or Nurse.
2. Speak with our Practice Manager.
3. Advise our reception staff.
4. Forward your concerns in writing or send us an email.

If you feel you would like to take your concerns further or you feel that you would like to discuss the matter with a third party independent of this practice, you may wish to contact the NSW Health Care Complaints Commission:

NSW Health Care Complaints Commission

Locked Bag 18

STRAWBERRY HILLS NSW 2012

Ph: 1800 043 159

Complaints can also be lodged online at **www.hccc.nsw.gov.au**