

Pika Wiya Health Service Aboriginal Corporation



PIKA WIYA

COMPLAINT OUTCOME

As a result of making this complaint, is there any outcome you would like? Yes No

If yes, please provide details:

COMPLAINANT SIGNATURE

DATE SUBMITTED:

LODGEMENT

Pika Wiya Health Service Aboriginal Corporation will accept complaints in the following ways:

a) In Writing

- By mailing PWHSAC at PO Box 2021, Port Augusta, SA 5700
- Faxed to PWHSAC Board on (08) 86429951
- Place in Suggestion Box in Clinic waiting room
- By email to Chief Executive Officer Lorraine.Merrick@pikawiyahealth.org.au
- hand delivered to Administration addressed to the CEO and marked 'confidential'

b) verbally

- by phone – ask for the area Supervisor/Manager/Executive Team Manager
- Face to face – area Supervisor/Manager/Executive Team Manager

Our business hours are between 8.30am – 5.00pm Monday to Friday.

PROCESSING COMPLAINTS

- If lodged PWHSAC Board will acknowledge all complaints within 2 working days of the Board meeting following receipt of complaint. Please note that the investigation will take up to two weeks to resolve and must go back to the Board before any letter regarding the matter is forwarded to the complainant
- If lodged to the CEO your complaint will be acknowledged within 2 working days of receipt. The CEO expects that resolution and a response will be forthcoming within two weeks of lodgement and if further time is needed, you will be advised of this accordingly
- You will be kept informed throughout the complaint process
- We will have due regard to your privacy
- There is no cost to lodging a complaint.