



GP Obstetric
SHARED CARE SA



Making a Suggestion
or
Complaint



Your rights

As a consumer of the Obstetric Shared Care Program administered by GP partners Adelaide on behalf of SA Health, you have the right to make a suggestion or a complaint about the service that you have received from your GP, hospital staff, or GP partners Adelaide staff.

We all welcome feedback. We want to know what we are doing well and what we can improve.

Suggestions and complaints can help us to provide a better service for you and for other families. Your views are important to us. Please let us know if you are not happy about the service you have received.

What is a Suggestion?

A suggestion is an idea that you have that may make the service better. If you have an idea, contact GP partners Adelaide using the details on the back of this brochure.

What is a Complaint?

A complaint is telling someone that you are not happy or have a problem with the service.

The complaint could be about:

- the type or nature of service you received
- not keeping your personal information private
- a decision that you are not happy about
- feeling uncomfortable about any aspect of the service provided

What will GP partners Adelaide do?

- Listen
- Help you have your questions answered
- Try to have the problem resolved as quickly as possible
- Keep you informed of anything else that happens
- Talk to you about who else you could contact if appropriate
- Keep your information confidential and only discuss your complaint with people who need to know about it
- Respond to you within seven days of the complaint being made

What steps do you need to take?

1. Contact GP partners Adelaide

You, a family member, a friend or an advocate can make the complaint or suggestion on your behalf. If you need help, we can assist you. Many complaints can be solved quickly by speaking with GP partners Adelaide staff direct. Contact details are provided at the back of the brochure.

2. Act quickly

Tell GP partners Adelaide staff about any problem immediately. The sooner that it is discussed, the sooner it can be resolved.

3. Make the problem clear

Explain the problem as clearly as you can. Complaints or suggestions do not have to be made in writing. They may be made in person, on the phone, by fax, email or a letter.

Try to talk about:

- What happened
- When it happened
- How can this be solved

You can have an advocate, family member or someone from another service attend any meetings and speak on your behalf.

Further action

If you are not happy with the way your complaint is being handled, you can go to the Chief Executive Officer, GP partners Adelaide, the Chair of the Quality Committee or the Health and Community Services Complaints Commissioner at any time. You can ask to have the reasons for any decisions that are made explained to you or your advocate in person or in writing.

Contact Information

CHIEF EXECUTIVE OFFICER - GP PARTNERS ADELAIDE

Phone: 08 8112 1100

QUALITY COMMITTEE CHAIRPERSON

Phone: 08 8112 1100

Email: info@gppadelaide.org.au

HEALTH AND COMMUNITY SERVICES

COMPLAINTS COMMISSIONER

Phone: 8226 8666

Phone: 1800 232 007 (toll free in SA)

Monday - Friday 9.00am - 5.00pm

Fax: 8226 8620

PO Box 199, Rundle Mall SA 5000

www.hcsc.sa.gov.au



First Floor, 120 Hutt Street, Adelaide SA 5000

PO Box 7293 Hutt Street SA 5000

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