



**Grand
Pacific
Health**

Complaints

You have the right to give feedback. You can make a complaint without it affecting how you are treated by GPH. Your concerns will be listened to.

Anyone receiving care or support from GPH, or their carers, can provide us with feedback, at any time.



QR Code link to
gphlinks.org/complaints



(02) 4220 7600



quality@gph.org.au



**PO Box 1198
Wollongong
NSW 2500**

What will GPH do next?

GPH aims to support you at all times. A complaint made in person that can be dealt with straight away will be. If you are not satisfied then your complaint can be noted as formal.

Formal complaints are recorded and reviewed by our quality team. You can expect to be contacted within 5 days and provided with details about the process and how long dealing with your issue will take. We will keep you updated and aim to resolve the issue within 30 days.

If you would prefer to raise concerns with an independent body, you have the right to lodge a formal complaint with NSW Health Care Complaints - hccc.nsw.gov.au or ACT Human Rights Commission - hrc.act.gov.au/health