

## FEEDBACK

### Our commitment to you

Any person or organisation using Gateway Health services has the right to provide feedback whether it is a compliment, complaint, idea and/or suggestion.

We are available to assist you to give feedback and to help you understand the complaints process.

If you make a complaint or provide feedback to us we will:

- Treat you with respect
- Tell you what will happen when your complaint or feedback is being looked into
- Let you know that we have got your complaint and keep you updated. We will only contact you if you asked us to.
- Provide you with support at any time during the complaint process. Support will be given in a way that reflects your individual, cultural and language needs.
- Allow you to bring another person to speak on your behalf. This may be a friend, family member or trained advocacy worker.
- Carry out the complaint or feedback process in a fair and open way
- Give you reasons for any decisions that are made
- Protect your privacy and make sure the details of the complaint are only shared with staff directly involved in finding a solution.
- Not treat you any differently after you have made a complaint or given feedback. Work with you to look into your complaint. If you have asked for us to let you know what has happened we will write to you within 30 working days
- Give you the option to be involved in service, communication or access reviews, to help us improve.