How to make a complaint or provide feedback

Although we try our best it is inevitable that from time to time a patient may have a complaint about our services. This feedback is very important to us as it alerts us to problems with the service we are providing and drives us to find a better way of doings things.

If you make any suggestions, ideas or would like to make a complaint you can either:

* Speak with your GP or nurse
* Let our reception staff know
* Speak with our Practice Manager
* Write us a letter
* Place your suggestion into our suggestion box on our reception desk

Written complaints should be addressed to:

**Practice Manager**

Good Health Greenhills,

PO Box 2516,

Greenhills, 2323, NSW

Telephone: 49394777

However, if you would like to take your complaint further and wish to speak to an external body, you can contact:

**NSW** **Health Care Complaints Commission**

Locked Mail Bag 18

Strawberry Hills 2012

Telephone: 1800 043 159