

SWAHS Health Care Interpreter Service Quality Assurance

Please fill out the form as part of quality assurance process for the SWAHS Health Care Interpreter Service. Comments of both a positive nature and any gaps you perceive in service provision would be appreciated.

Date of service _____ Your name and title _____

Time of service _____ Place of service _____

Language _____ Your contact phone number _____

Department name and address _____

Please state your concerns:

Please state your suggestions or ideas for improvement:

Your signature: _____

Thank you for participating in the SWAHS HCIS quality assurance process.
More details on our Complaint procedure can be found at the back of this form.
Please send this form, marked CONFIDENTIAL, to:

Manager SWAHS HCIS
Cumberland Hospital
Locked Bag 7118
PARRAMATTA BC 2150

OR

Fax to 02 9840 3789
Attention to: Manager

Email: hcis@wsahs.nsw.gov.au

SWAHS HCIS Complaint Procedure

Despite our best efforts to provide high quality interpreting services, as well as professional customer service, we acknowledge that there might be times when users of our service will need to bring their concerns to our attention.

All complaints are used constructively to help SWAHS HCIS eliminate any problems and improve the service.

How to make a complaint

1. In the first instance, we encourage you to contact our Call Centre Supervisor on 9840 3792. If a complaint is related to any difficulties re booking procedures, the Call Centre Supervisor may be able to resolve the problem. If a complaint is related to interpreting services, you will be referred to an Interpreter in Charge.
2. If you consider your complaint to be of a serious nature, you may wish to talk to SWAHS HCIS Manager
3. You can send your written complaint to SWAHS HCIS in one of the following ways
 - Use the Quality Assurance form
 - Write a letter of complaint
 - Email your concerns to us

All written complaints should be marked 'confidential'.

4. Other avenues of formal complaint which you may use include writing to
 - Service Director
Multicultural Health, Sydney West Area Health Service,
Locked Bag 7118
Parramatta BC NSW 2150

Or

 - The NSW Health Care Complaints Commission

What we will do with your complaint

1. We will record brief details of your complaint if received over the phone.
2. We will ask you to put your complaint in writing, giving us all details.
3. All complaints received in writing are investigated and HCIS Manager will respond to you.
4. Complaints received over the phone will not be investigated individually, but it will be recorded and any trends that emerge will be investigated and actioned appropriately.
5. SWAHS HCIS maintains a Complaint Summary and reports to the Area Executives on a regular basis.

**Sydney West Area Health Service
Health Care Interpreter Service**

Telephone: 02 9840 3456

Fax: 02 9840 3789

Email: hcis@wsahs.nsw.gov.au