



**Colin Street Day Surgery is committed to:**

- ∅ Treat you with respect
- ∅ Take your concerns seriously
- ∅ Treat them with total confidentiality
- ∅ Respond in a timely manner

Colin Street Day Surgery  
[www.csds.com.au](http://www.csds.com.au)

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Colin Street Day  
Surgery

Patient Complaints  
&  
Feedback Process

Colin Street Day Surgery is committed to providing a high standard of care and service.

We welcome your feedback as it enables us to improve the care and service we deliver.

As our customer you have the right to receive considerate and respectful treatment by all our staff.

If you are concerned about any aspect of your treatment or care at Colin Street Day Surgery, there are several ways in which you can inform us.

### **How to make a complaint**

Complaint forms are available in the patient waiting. We welcome comments about what pleased you or displeased you in regards to our services at Colin Street Day Surgery. Should you have an issue, query, please take the time to

complete the form, pop the form in envelopes provided and hand it to reception staff. They will ensure it is given to relevant persons to action on your behalf.

If you would like to discuss your comments further, leave your name and telephone number on the bottom of the form and the Colin Street Day Surgery CEO will be happy to contact you.

Alternatively you can speak to the Theatre Manager. She will aim to explain the situation more clearly or take measures to solve the issue in a timely and considerate manner.

If you are not able or feel uncomfortable in doing this, you may also ask to speak to the Colin Street Day Surgery CEO, who will be happy to ensure your concerns are heard.

You will also find the CSDS CEO's contact details on

business cards provided in the patient waiting area or just ask front officer reception.

A further option is send us your comments via the CSDS website ([www.csds.com.au](http://www.csds.com.au)) via Contact US or you can feel out our Patient Satisfaction Survey on line

We aim to acknowledge all complaints within 24hrs. They will then be investigated and appropriate action taken if required. You then should receive a response within 7 days.

**Remember, we value your feedback to ensure we deliver safe, quality care.**

**THANK YOU**