

We value your **feedback** and use this to **improve** our services

The feedback/complaints process



Feedback/complaint received in writing and acknowledged within five working days



Contact with the individual to agree on response timeframes and method



Investigate feedback / complaint



Respond to individual

To provide feedback/lodge a complaint:

Email: info@hcq.org.au

Or write to: Feedback/Complaints,
Health Consumers Queensland,
GPO Box 1328, Brisbane Qld 4001

HCQ

**HEALTH
CONSUMERS**
QUEENSLAND