

What to expect

We will let you know that we have received your feedback within five working days.

Complaints are investigated and a response is provided within 30 working days. If there is a delay, we will let you know.

Your feedback is kept private and will not affect the care we provide you or your child.

We will still pass on your feedback to the relevant staff, even if you wish to remain anonymous.

Support available

For hearing or speech services:

- **TTY or modem users** call 133 677 and quote (08) 6456 0032
- **SMS relay:** 0423 677 767

If you require an interpreter, please let us know and we will provide one.



Everyone is welcome at CAHS, where diversity is valued and respected.

This document can be made available in alternative formats on request for a person with a disability.

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Telephone: (08) 6456 2222
Produced by: Consumer Engagement
Ref: 1594 © CAHS 2023



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We want to hear from you

We value your feedback. It helps us understand your needs, what we do well and how to improve.

Speak to someone first

If you have a suggestion or concern, talk about it with a staff member first. This is the fastest way we can help you.

Still concerned?

If you are still concerned or unhappy, you can ask to speak with a manager or contact our Child and Family Liaison Service in the following ways:

- **Place this form in the Feedback box** at the Information Desk at Perth Children's Hospital
- **Visit a Liaison Officer in the Ronald McDonald Family Room**, ground floor of Perth Children's Hospital, 8.30am to 4.30pm (no appointment necessary)
- **Email:** cahsfeedback@health.wa.gov.au
- **Phone:** (08) 6456 0032
- Complete an **online feedback form** by scanning this **QR code**



Or you may wish to post your story on careopinion.org.au

For more information on the consumer feedback process, visit cahs.health.wa.gov.au

Feedback form

Your experience with CAHS matters to us



