

## The Sydney Clinic for Gastrointestinal Diseases

### COMPLIMENTS AND COMPLAINTS

We value feedback from our patients to help us understand what we are doing well and how we can improve. Your feedback ensures that we understand your patient experience.

#### COMPLIMENTS AND FEEDBACK

If you would like to give us positive feedback please:

- Email to : [patientfeedback@nssc.com.au](mailto:patientfeedback@nssc.com.au)
- Post to: Quality Manager, 10 / 1 Newland Street, Bondi Junction, NSW 2022.
- Submit it via our website at [www.nssc.com.au](http://www.nssc.com.au)
- Complete one of suggestions booklets.

#### COMPLAINTS

If you have any concerns, problems or suggestions, please do not hesitate to contact the Quality Manager or Practice Manager on 02 9369 3666.

Alternatively, if you wish to express your complaint in writing please:

- Email to : [patientfeedback@nssc.com.au](mailto:patientfeedback@nssc.com.au)
- Post to: Quality Manager, 10 / 1 Newland Street, Bondi Junction, NSW 2022.

All complaints will be handled confidentiality.

Any complaint which is not resolved to your satisfaction may be taken to the NSW Health Care Complaints Commission on **1800 043 159** or at [www.hccc.nsw.gov.au](http://www.hccc.nsw.gov.au)