

How PLAHS handles your complaints to get them resolved

1



Send your complaint to the CEO via:

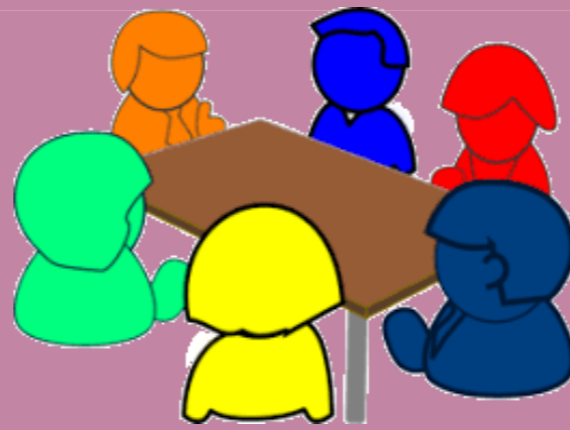
- Complaint form
- Email
- Phone call
- In person
- Get someone to write it down for you

2



The CEO will investigate and look at the issues and send you a letter

3



If necessary the CEO will discuss the problem with Senior Management and the Board of Management

4



Outcomes will be decided and the CEO will let you know the outcome

5



If your complaint is not resolved contact the Health & Community Services Complaints Commissioner.
Phone: 1800 232 007

