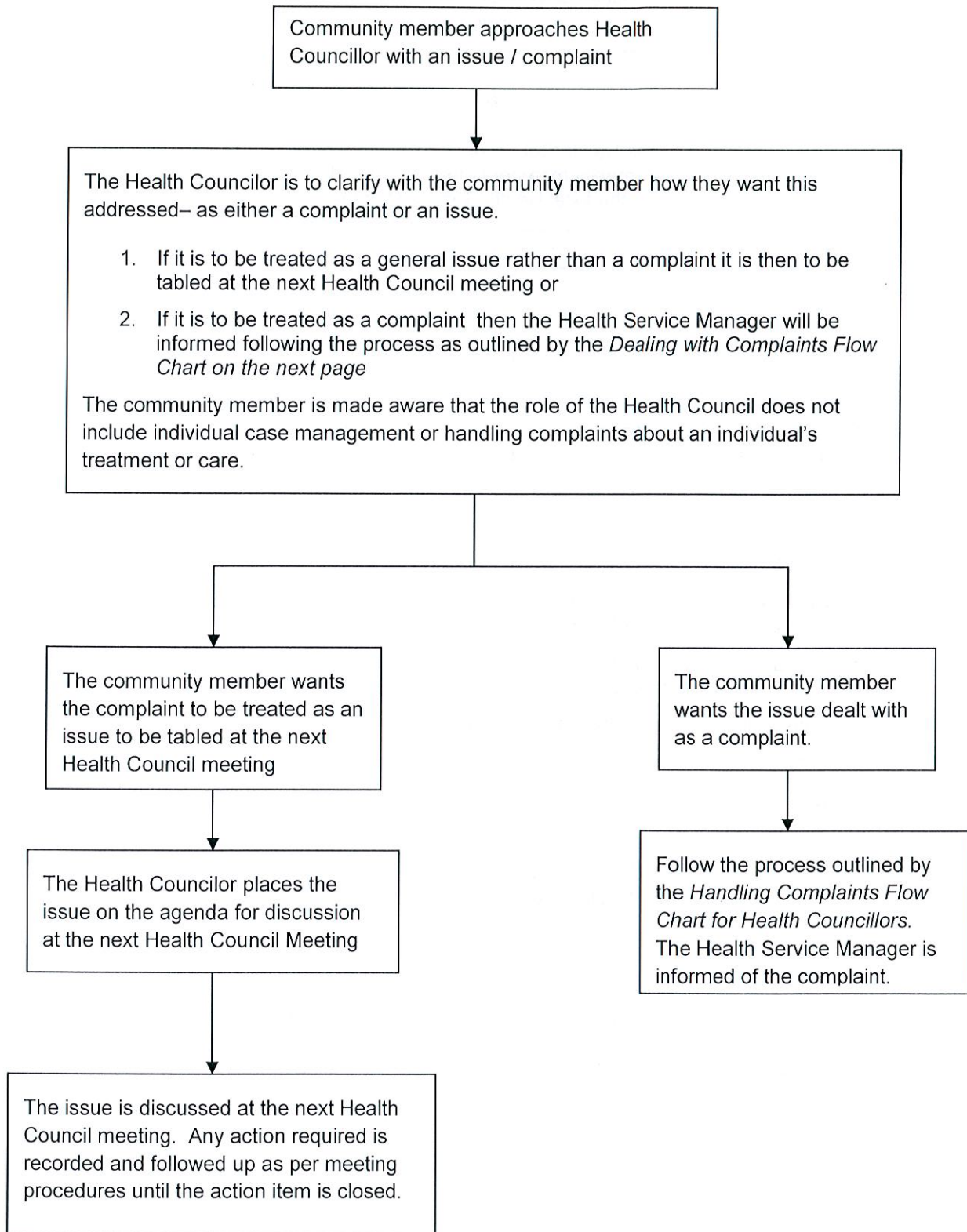
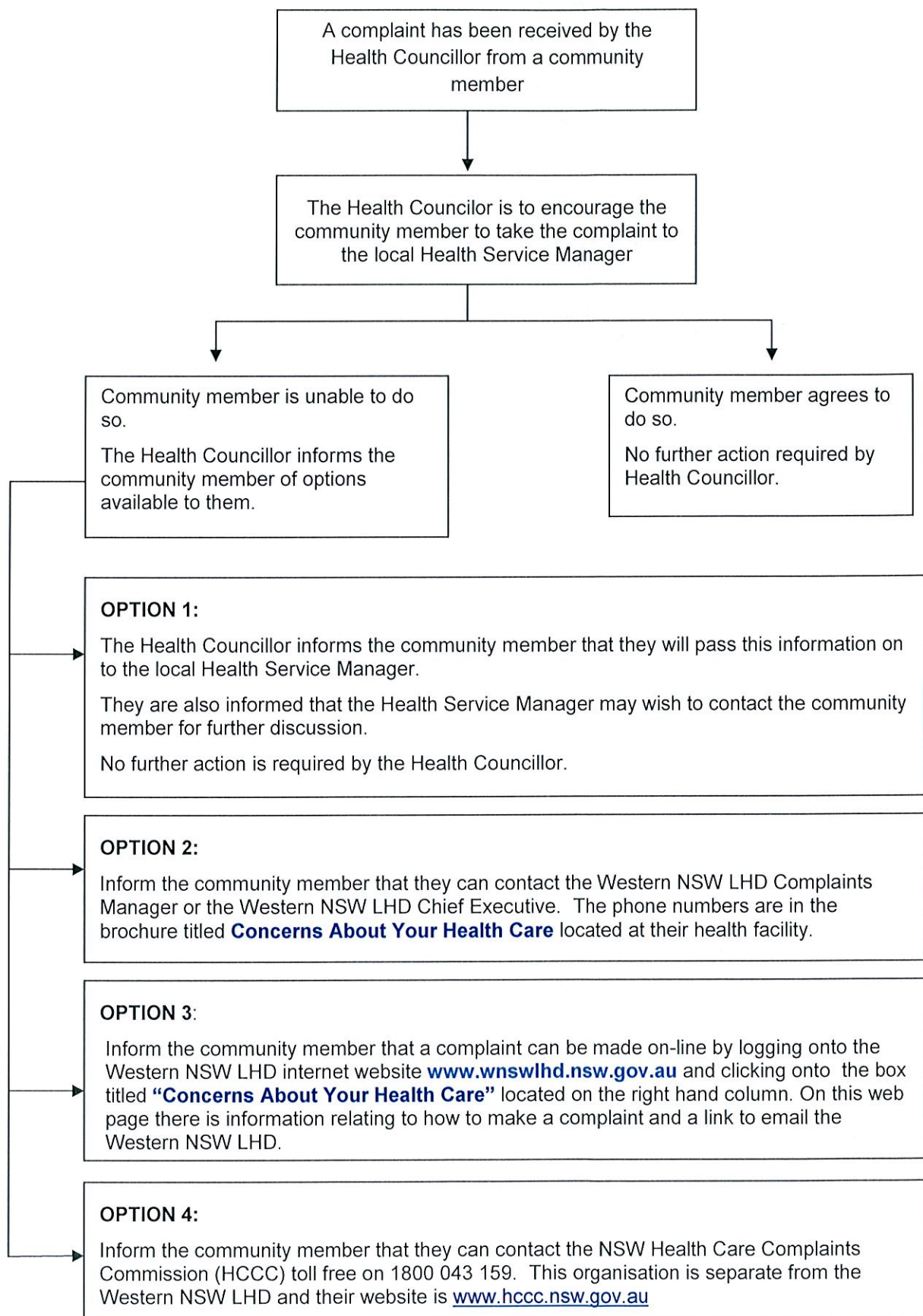


FLOWCHART FOR HEALTH COUNCILLORS DEALING WITH ISSUES RAISED BY COMMUNITY MEMBERS



HANDLING COMPLAINTS FLOW CHART FOR HEALTH COUNCILLORS



Additional information for handling a complaint

- The complaint issue brought to the attention of the Health Councillor may be raised at the local Health Council meeting as a general issue but not as a specific case to discuss.

For example a community member approached a Health Councillor to complain of the short notice he was provided on his wife being discharged from the hospital and the difficulty he had in arranging transport. The community member's specific complaint would be referred to the Health Service Manager. The Health Council could discuss the general issue of transport difficulties for patients being discharged.

- As some time could lapse from when the complaint is first raised to when it is resolved it could be difficult for the Health Service Manager to provide feedback to the individual Health Councillor on the final outcome to the complaint.
 - It will be up to the individual Health Councillor if they wish to follow-up with either the Health Service Manager or the community member what has eventuated from the decision pathway that was chosen by the community member in lodging the complaint.
 - Confidentiality and privacy for the complainant should be considered at all times.
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