

## Help us to help you

If you believe the service you have received could be improved, please contact the Customer Service Unit. We will ensure you receive a response to the concerns you raise.

If we have exceeded your expectations please let us know so we can recognise the staff who contributed to your positive experience.

## Customer Service Unit

King Edward Memorial Hospital  
Executive Corridor  
1st Floor A Block  
374 Bagot Road  
Subiaco WA 6008

Telephone: (08) 9340 1444  
Fax: (08) 9381 7802  
Email: [kemhcsu@health.wa.gov.au](mailto:kemhcsu@health.wa.gov.au)  
<http://www.wnhs.health.wa.gov.au>

Office hours are Monday to Friday  
8.30am to 4.30pm.

**Disclaimer:** The advice and information contained herein is provided in good faith as a public service. However the accuracy of any statements made is not guaranteed and it is the responsibility of readers to make their own enquiries as to the accuracy, currency and appropriateness of any information or advice provided. Liability for any act or omission occurring in reliance on this document or for any loss, damage or injury occurring as a consequence of such act or omission is expressly disclaimed.

Produced by: Customer Service Unit

Email: [kemhcsu@health.wa.gov.au](mailto:kemhcsu@health.wa.gov.au)

Website: <http://wnhs.health.wa.gov.au>

© November 2007 WNHS 0478 Rev 2

Revised October 2011

This information is available in  
alternative formats upon request

WOMEN AND NEWBORN HEALTH SERVICE

King Edward Memorial Hospital

374 Bagot Road Subiaco WA 6008

Telephone: (08) 9340 2222



Government of Western Australia  
Department of Health



Delivering a Healthy WA

# Customer Service Unit

ADVOCACY SERVICE

## How can we help?

The Customer Service Unit is a service for you to voice your opinion - both positive and negative - about any aspect of hospital care or services.

This helps us to continually improve our services by letting us know what works well and what might need to change to improve the quality and safety of care.

If a problem arises, tell the staff caring for you. Usually they can resolve it immediately however, if you need further assistance, the Customer Service Unit is available to all patients, their families and carers.

Our team can help you with questions and concerns, explain Hospital policy and procedures, and take appropriate steps to see that your rights as a patient are respected.

Each team member is trained in managing the issues that can have an impact on the quality of your experience at our Hospital.

## What we do

The Customer Service Unit is available to help you with complaints and compliments, feedback and suggestions. We are also available to advocate on your behalf.

We provide an efficient, proactive approach to complaint management that promotes the best possible outcomes and resolution.

We can support you by:

- Confidentially discussing your concerns, which may include issues with a service, staff members, care or treatment.
- Investigating your concerns.
- Helping you resolve a problem.

A Customer Service Unit staff member visits patient areas of the Hospital on weekdays between 8.00am - 9.00am. This provides an opportunity for us to respond to consumer issues and complaints as they arise.

We also provide a direct link between the Hospital and the Community Advisory Council (CAC). The CAC represent the interests of patients, their support people and carers who attend the Hospital. If you would like more information about the CAC please contact the Customer Service Unit.

## What can you expect from us?

An open invitation to send us ideas, suggestions or other feedback.

The way your complaint is investigated will always be discussed with you first.

The Customer Service Unit staff may:

- Discuss your issue with relevant staff members
- Send you a letter of explanation and/or an apology from the Hospital
- Arrange an appointment for you to discuss your experience and concerns with clinical staff
- Discuss with you actions that have resulted from the issues you raise
- Inform you of what steps have been taken to ensure your experience is not repeated

