
We Value Your Feedback

At The Woods Medical Centre, your feedback is incredibly important to us. Whether it's positive or negative, your input helps us ensure we consistently provide high-quality service to all our patients.

How to Provide Feedback

Please direct all feedback to our **Practice Manager in writing via email**. To help us address your concerns effectively, please include the following information:

- **The nature of your feedback:** Clearly describe your experience or concern.
- **Your name and relevant contact details:** So we can get in touch with you.
- **The name(s) of the individual(s) involved:** If applicable.
- **The date and approximate time the incident occurred:** To help us investigate thoroughly.
- **Your comments or ideas:** How you'd like us to assist you, or suggestions on how we can prevent similar incidents in the future.

Please email your correspondence to **practicemanager@thewoodsmedical.com.au**. We aim to respond to all feedback within **two business days**.

If You Are Not Satisfied with Our Response

If you are not satisfied with our resolution, you may address your feedback to the **Health and Disability Services Complaints Office (HaDSCO)**.

To lodge a complaint with HaDSCO, you have a few options:

- **Download and Complete Their Form:**
 1. **Download the form** and save it to your computer.
 2. **Important:** You must open the form from your download folder as a document for the digital signature to function correctly.
 3. Fill in all required fields, remembering to **save your progress** as you go.
 4. Sign the form using the **digital signature**.
 5. Save the completed form and send it, along with any relevant attachments (such as a letter or email from our practice), by email to: **mail@hadsco.wa.gov.au**.
- **Use Their Online Form:**

If you are not using your own computer, or encounter difficulty with the digital signature, you might find it easier to use the online form directly on the HaDSCO website.
- **Print and Sign:**

If you've filled in the downloadable form but are unable to get the digital signature to

work, you can simply print it out and sign it manually. All the details you've already filled in should print correctly.

We are committed to resolving your concerns and appreciate your help in improving our services.