

# If you have a complaint about BreastScreen WA there are people that can help

BreastScreen WA is committed to providing you with an effective, friendly, professional service of the highest standard.

If you wish to make a suggestion or are not satisfied with any aspect of our service, you may:

- speak to any member of staff or their supervisor
- fill in one of our feedback pamphlets
- e-mail: [breastscreenwa@health.wa.gov.au](mailto:breastscreenwa@health.wa.gov.au); or
- contact: Chief Medical Imaging Technologist  
BreastScreen WA  
9th Floor, Eastpoint Plaza  
233 Adelaide Terrace  
Perth WA 6000  
Telephone: (08) 9323 6700  
Country free call: 1800 800 033.

## Your complaint will be:

- treated in a welcoming manner
- received in strict confidence
- acknowledged within five working days
- treated as genuine without prejudice
- investigated promptly, with due regard for principles of natural justice and good customer service.



A letter outlining the outcome of the complaint will be sent to you within 30 working days, unless you indicate you do not require a written response.

## Other people who may be able to help you

If you believe the service has not dealt with your complaint to your satisfaction you may write to:

### Customer Service Unit

Women and Newborn Health Service  
Executive Corridor, 1st Floor, A Block  
374 Bagot Road  
Subiaco WA 6008

or

### Office of Health Review

GPO Box B61  
Perth WA 6838  
Telephone: (08) 9323 0600.

Or contact the State Ombudsman who can approve an independent investigation.

## We value your comments

Information collected through compliments and complaints is used for the improvement of BreastScreen WA services and is governed by the Western Australian Complaint Management Policy - Driving Quality Improvement by Effective Complaints Management.



A joint Commonwealth/State and Territory Program



[www.breastscreen.health.wa.gov.au](http://www.breastscreen.health.wa.gov.au)

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