

## Do you need an interpreter?

If you need an interpreter when providing feedback, please speak with a staff member who can arrange an interpreter for you.

**Indigenous Hospital Liaison Officers (IHLO) are also available to assist you. Please notify staff if you would like to speak to an IHLO.**

## How can you provide feedback?



**Talk** to the staff caring for you or ask to speak to the manager of the area



**Phone** (07) 4433 1074



**Hand** this form to one of our staff



**Email** THHS-Feedback@health.qld.gov.au



**Submit** an online form by visiting [www.health.qld.gov.au/townsville](http://www.health.qld.gov.au/townsville) and clicking the 'feedback' link



**Place** this form in a feedback box located in the Emergency Department or Women's and Children's Clinic



**Post it to** Patient Feedback Service  
Townsville University Hospital  
PO Box 670, Townsville QLD 4810



After you leave the hospital, you might get an SMS asking you to complete a short survey about your experience. Your feedback helps us make improvements.

*The survey is optional and anonymous.*

## If you have a **compliment, suggestion or complaint.**

Please talk to the Patient Feedback Service team first.

The Townsville Hospital and Health Service welcomes all comments and feedback.

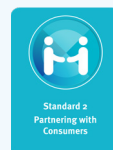
We respect your privacy and all feedback is handled confidentially and can remain anonymous.

We ensure that you will not be victimised, discriminated against or adversely affected as a result of the making of a complaint.

If you are not happy with the outcome of your feedback, there are independent services provided by the **Office of the Health Ombudsman, Aged Care Complaints Scheme** and **NDIS Quality and Safety Commission** that you can access.

If you need help making a complaint about aged care or NDIS services, an independent aged care advocate or independent disability advocate can listen to your concerns and give you information. They can speak up and make complaints for you.

The Patient Feedback Service team can provide you with further information and contact details for these services.



Standard 2  
Partnering with  
Consumers



© The State of  
Queensland (Townsville  
Hospital and Health  
Service) 2025,  
[creativecommons.org/  
licenses/by/4.0/au](https://creativecommons.org/licenses/by/4.0/au)

Version 2  
Last reviewed:  
Nov 2025  
Review date:  
Nov 2028

Published by Townsville Hospital and Health Service  
[www.townsville.health.qld.gov.au](http://www.townsville.health.qld.gov.au)

Townsville  
Hospital  
and Health  
Service



Do you have a  
**compliment,  
suggestion  
or complaint?**

**Please tell us!**  
Your feedback matters


**Patient Feedback Service**






Please tick:

☐

**Compliment**  
What we did well

☐

**Complaint**  
Before you write, please let us fix your concerns first:  


1. Speak to the staff caring for you
2. Discuss with the manager of the area
3. Still worried? Contact the Patient Feedback Service (details are on the back of this brochure).

☐

**Suggestion**

What would you like to happen?

Feedback:

Which service/area does your feedback relate to? \_\_\_\_\_

Are you a (please tick)

☐ Patient/Resident/Client/Consumer    ☐ Visitor/Community Member

☐ Family/Carer    ☐ Other (please specify) \_\_\_\_\_

Would you like a response to your feedback?    ☐ Yes (Provide contact details below)    ☐ No

Do you wish to remain anonymous?    ☐ Yes (Do not provide contact details below)    ☐ No

Today's date: \_\_\_\_\_ Name: \_\_\_\_\_

Phone number: \_\_\_\_\_ Email: \_\_\_\_\_

Address: \_\_\_\_\_

Scan the QR code to fill out the online version of this form



