

How to provide your feedback



Via post or a feedback box

Complete this form or write to us (you can ask for a reply paid envelope where available). Leave in one of our feedback boxes located at PathWest collection centres, or mail to:

The Governance Manager
PathWest
Locked Bag 2009
Nedlands WA 6909



In person or via telephone

Speak to the staff member you are dealing with or ask to speak to a supervisor, or you can call 13 PATH (7284).



Via email or online

You can complete the online form at www.pathwest.health.wa.gov.au or email feedback.pathwest@health.wa.gov.au. You can also share your story confidentially and anonymously via independent website www.careopinion.org.au.

Our commitment to you

PathWest is committed to providing high quality pathology healthcare and collection services throughout the state of Western Australia.

Your feedback, good or bad, is essential to help us improve our services. For more information about our commitment to customer service, please visit www.pathwest.health.wa.gov.au.

What happens to my feedback?

Your feedback is important and dealt with confidentially. Your compliment is passed on to the relevant PathWest team members. Your suggestion is considered and, where possible, improvements are introduced.

All complaints are dealt with according to the Government of Western Australia Department of Health policy and standards. You can learn more at www.pathwest.health.wa.gov.au.

If you have made a complaint, our aim is to:

- Acknowledge your feedback within five working days of receipt
- Assess and investigate all issues raised
- Keep you updated of the resolution process
- Provide a final response within 30 working days of receipt.



PathWest Laboratory Medicine WA

1 Hospital Avenue, Nedlands WA 6009

T 13 PATH (7284) | www.pathwest.health.wa.gov.au

This publication is available in alternate formats upon request.
© 2020, PathWest Laboratory Medicine WA | Ref QPub001 | V8.Nov.20

Customer Feedback

Share your experience

Compliments, complaints,
suggestions and concerns

