

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:

PreAnalytical Manager Laboratory Safety
Quality Risk 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

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Customer Feedback

Share your experience

Compliments, complaints,
suggestions and concerns



Your feedback

You can provide your feedback in a way that suits you, but the more details you give, the better we are able to respond. You can also provide your feedback anonymously. If you would like to be contacted about your feedback, please make sure you include your preferred contact details.

ABOUT YOU

I am providing this feedback for

- Myself
 On behalf of someone else

NOTE: If on behalf of someone else, you will need their permission. PathWest will reach out to check permission has been granted, so please add their contact details below.

Your contact details

Would you like to be contacted about this feedback?

- Yes
 No

Your name

What is your contact preference?

- Email
 Post
 Phone

Your preferred contact details

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Contact details if on behalf of someone else

Name

Preferred contact details

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YOUR COMMENTS

Please specify what type of feedback you are providing?

- A suggestion or comment
 A compliment
 A complaint
 A concern

Please specify date, time and PathWest location

Date Time PathWest location

Your comments

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What would you like to see happen from here?

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