

## Consumer feedback data 2020-21

West Moreton Health is committed to listening and responding to consumer feedback. Complaints and compliments are a valuable opportunity for us to identify what we are doing well and where we could be doing things better.

### Complaint data 2020-21

In the 2020-2021 financial year, West Moreton Health received 2121 customer complaints. Of those:

- 55 resulted in follow-up or further action
- 2066 required no further action\*

\* Further action refers to complaints that were accepted and resulted in remedial or improvement action, including patient safety investigation, process change and staff training. No further action refers to complaints that were accepted and resolved locally, including by way of apology, clinical review and provision of explanation and/or additional information.

### Compliment data 2020-2021

In the 2020-2021 financial year, West Moreton Health received 448 customer compliments.