

2023–24 West Moreton Health consumer feedback

Compliment data

In the 2023-2024 financial year, West Moreton Health received **332** customer compliments.

Compliments refer to expressions of thanks received directly by the West Moreton Health Consumer Liaison Service and does not include compliments received through Patient Reported Experience Measures (PREMS) reporting or through the West Moreton Health Facebook page.

Complaint data

In the 2023-2024 financial year, West Moreton Health received **2986** customer complaints. Of those:

- **1388** complaints resulting in further action – these complaints were accepted and resulted in remedial or improvement action, including by way of apology, provision of explanation/further information, and facilitated resolution.
- **1597** complaints resulting in no further action – these complaints were accepted and resolved at the point of service.