

Apology Resolves Complaint

Jean and Mike were travelling around Australia. Jean had an inoperable tumour and she had been having tests conducted at various hospitals on their travels to monitor her health.

The results were given to Jean and she sent them on to her regular doctor in her home town.

Jean and Mike visited an NT hospital, explained what they needed and what they had been doing during their travels.

Jean and Mike complained that the employee they were dealing with told them, in front of all other patients in the waiting room that they were an inconvenience and it just was not possible to get a doctor to give the results to them as they were all extremely busy. Jean and Mike wanted the employee to be told to treat all people with dignity, respect and compassion.

The complaint was resolved when a Consultant telephoned Jean and Mike and apologised on behalf of the hospital. The apology was accepted and the complaint resolved.