

**INQUIRY INTO OPERATION AND MANAGEMENT OF
THE NORTHERN BEACHES HOSPITAL**

Name: Name suppressed

Date Received: 28 July 2019

Partially
Confidential

After my visit to the NBH in January I wrote to the hospital in contact us and didn't receive a response. After a week I saw an email address on their website and tried again.

Please find attached a copy of the email that I sent as well as the attachment that I sent them.

From that I received a call from their head office in Melbourne and from that call I believed that they took my complaint seriously. I was told that I would receive a reply when they had finished their investigation.

After a month I sent an email asking when I was going to receive a reply as it had been a month and was told that I would receive a reply the following week. Less than a week later I received an express posted letter (also attached) from the hospital that was the resolution of my issue.