



**Queensland  
Government**  
Queensland Health

# MEMORANDUM

**To:** Zonal Managers  
District Managers

**Copies to:** Deputy Director-General Policy and Outcomes  
A/General Manager Health Services

**From:** Director-General

**Contact No:** (07) 323 41170  
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**Subject:** MEETINGS WITH MEMBERS OF PARLIAMENT AND RESOLUTION OF COMPLAINTS


**File Ref:**

As recently indicated in Parliament, I have been directed by the Minister for Health to request that all District Managers meet with their local Members of Parliament on at least a quarterly basis. These meetings should provide an opportunity to discuss any issues or concerns, and also to receive any suggestions of ways to improve the health system. Opposition and Independent members are to be included in this activity.

In addition, the Minister has also advised that he intends to write to all Members of Parliament and request that any patient complaints be raised in the first instance with the respective District Manager's Office.

This means that District Managers will need to ensure that all complaints are dealt with in a proactive manner and that a robust complaint resolution process is in place.

Please advise my office of any issues or complaints that are unable to be resolved and are likely to escalate to the Minister's Office or attract media attention.

  
Dr Steve Buckland  
Director-General  
07 05/2004