

New Shellharbour Hospital

Complaints Register

As at 31 October 2024



The new Shellharbour Hospital maintains a Community Infoline (02 8741 7400) as well as a dedicated project email address (HI-shellharbourdevelopment@health.nsw.gov.au) where community members can find out about the project and lodge feedback or complaints.

As a condition of State Significant Development approval, New Shellharbour Hospital project is required to keep a record of all complaints received relating to the project.

The Project Complaints Register is updated monthly and made publicly available on the New Shellharbour and Integrated Services Project website.

Getting in touch

- Call 02 8741 7400
- Email HI-shellharbourdevelopment@health.nsw.gov.au
- Visit <https://shellharbourdevelopment.health.nsw.gov.au/>

Summary of most recent reporting period

Details of all complaints received on the project are outlined in the table below.

Complaints register

The below table summarises complaints received as at 31 October 2024.

Date of complaint	Date of response	Method of complaint	Nature of complaint	Project response	Complaint status	Is this complaint an emergency