

# Our leaders

The Fertility Control Clinic's vision is to sustain and strengthen its role as a leading provider of sexual and reproductive health services.

This means we want to ensure you have access to a wide range of sexual and reproductive health care that is safe and high quality.

Your care, comfort and satisfaction are important to us.

If you have any questions or are concerned about your treatment, we strongly encourage you to speak to the nurse, doctor or counselor involved in your care.

If you would like to discuss your feedback including a complaint to a manager, please ask to see the Complaints Officer or Director of Nursing.

If you would like to discuss your feedback including a complaint with a doctor, please ask to speak to the Chief Executive Officer.

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## Who is the Chief Executive Officer?

Is the most senior doctor of the Fertility Control Clinic and available to discuss all urgent medical matters. Please ask the Practice Manager for the CEO's details.

## Who is the Director of Nursing?

Is the nurse in charge of the nursing team at the Fertility Control Clinic and available to discuss all nursing matters. Please ask the Practice Manager for the DON's details.

## Who is the Complaints Manager?

Is a senior manager at the Fertility Control Clinic available to discuss all customer feedback including complaints. Please ask the Practice Manager for the Complaint Officer's details.