

HSQF CONSUMER INFORMATION: WHAT YOU NEED TO KNOW



Support to Understand the Audit Process

Before you're asked to take part in an audit, we'll make sure you have clear information about what's involved. You'll also be offered independent support to help you decide whether you'd like to be involved. It's your choice—and we want you to feel confident and supported either way.

Your Participation in Audits

Taking part in an audit is completely your choice. You will always be asked for your consent before being involved. If you agree, we may also ask for permission to review your file as part of the audit. We aim to get your consent in writing wherever possible. If there are any concerns about your ability to give consent, an independent advocate can help make sure you're supported and involved appropriately. If written consent isn't possible, we'll make a note in your file explaining why, and how we know your consent was given.

You are Welcome to Join Key Audit Meetings

If it is appropriate, you will be invited to attend the opening and closing meetings of the audit. This is a chance to hear what the audit is about and, at the end, learn about the key findings.

Easy-to-Access Complaints Process

Everyone has the right to speak up. Our complaints process is simple and available in a range of accessible formats to suit your needs—whether that's in writing, over the phone, in easy read, or with support from an advocate. Just let us know how you'd like to access it.

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