



Complaints Policy

Complaints Procedure

Complaints:

Dr Anita makes every effort to ensure the best service is provided at her clinic.

If you are unhappy with your care or the services you have received, it is important to let us know so we can improve.

Our aims and objectives:

- We aim to provide a service that meets the needs of our patients and we strive for a high standard of care.
- We welcome suggestions from patients about the safety and quality of service, treatment and care we provide.
- We are committed to an effective and fair complaints system.
- We support a culture of openness and willingness to learn from incidents, including complaints.

Complaints Policy:

- Patients are encouraged to provide suggestions, compliments, concerns and complaints and we offer a range of ways to do it.
- Patients are encouraged to discuss any concerns about treatment and service with Dr Anita.
- All complainants are treated with respect, sensitivity and confidentiality.
- All complaints are handled without prejudice or assumptions about how minor or serious they are. The emphasis is on resolving the problem.
- Patients can make complaints on a confidential basis or anonymously if they wish, and be assured that their identity will be protected.
- Patients will not be discriminated against or suffer any unjust adverse consequences as a result of making a complaint about standards of care and service.

Managing complaints:

- Dr Anita encourages patients to provide feedback about the service, including complaints, concerns, suggestions and compliments.

Resolution:

The process of resolving the problem will include:

- an expression of regret to the consumer for any harm or distress suffered;
- an explanation or information about what is known, without speculating or blaming others; considering the problem and the outcome the consumer is seeking and proposing a solution; and confirming that the patient is satisfied with the proposed solution.

If the problem is resolved, Dr Anita is expected to complete a Suggestion for Improvement form to record feedback from patients.

If the complaint is not resolved:

Complaints that are not resolved at the point of service, or that are received in writing and require follow up, are regarded as formal complaints.

If the complaint is not resolved at the point of service, Dr Anita is expected to provide the complainant with the formal complaints policy.

Promoting Feedback:

You can provide feedback in a number of ways:

- Through our patient feedback forms you get after your appointment
- Face to face
- Email

Timeframes:

- Formal complaints are acknowledged in writing or in person within 48 hours.
- The acknowledgment provides contact details for Dr Anita, how the complaint will be dealt with and how long it is expected to take.
- If a complaint raises issues that require notification or consultation with an external body, the notification or consultation will occur within three days of those issues being identified.
- Formal complaints are investigated and resolved within 35 days
- If the complaint is not resolved within 20 days, the complainant will be provided with an update.