



HOW TO MAKE A COMPLAINT

Practice complaint procedure:

If you have a complaint or are concerned about the service you have received from the doctors or any staff member please let us know. You can let us know in person, via the phone, or email or fill in one of our complaints forms located at reception.

We have an internal procedure for dealing with complaints. We hope that most issues can be sorted out easily and quickly enough, often at the time they arise. If the issue cannot be sorted in this manner please let us know as soon as possible as this will make it easier to establish what happened and how we can assist.

Complaints via email should be addressed to the practice manager or the doctor concerned. Please be as specific as possible as this will assist us greatly. If you are unable to make your complaint immediately after the events please let us have details no later than 6 months after the event.

**timescale can be extended if the practice manager deems it reasonable

Complaining on behalf of someone else

We must as a medical practice have strict rules of patient confidentiality, therefore if complaining on behalf of someone else a signed note with his/her permission to do so. Unless incapable to do so due to illness or age.

Taking complaint higher

If the matter is not resolved to your satisfaction the NSW Health Complaints Commissioner is able to receive complaints on 1800 043 159 or go to <http://www.hccc.sw.gov.au/>

Or if the issue is regarding privacy: The Australian information Commissioner receives complaints pertaining to privacy on 1300 363 992 or go to <http://www.oaic.gov.au/>

What Will be Done?

We acknowledge complaints within 3 working days. Our aim is to get back to you within 20 working days regarding the complaint or as soon as practical. If there is a delay, we will inform you as to the reason why and have a date when all the information should be collated. We will then be in a position to give you an explanation or a meeting with relevant parties.

We aim to:

- Find out what happened and why;
- Facilitate a discussion with those concerned (if you wish);
- Give an apology (where appropriate);
- Identify what we have learnt and will be doing to ensure this does not happen again.