



## Complaints Policy

Opportunities are available for patients and other visitors to tell us, “how we are doing” and we collect systematic patient experience feedback at least every three (3) years.

The practice website provides patients with information on how to provide feedback, including how to make a complaint.

We have a complaints resolution process which all members of the practice team can describe, and we also make the contact details for the *Victorian* health complaints agency readily available to patients if we are unable to resolve their concerns.

Patients have a ‘right to complain’ and where possible, patients and others are encouraged to raise any concerns directly with the practice team who are all trained to make sure patients of the practice feel confident that any feedback or complaints made will be handled appropriately. We believe most complaints can be responded to and resolved at the time the patients or other people such as carers, relatives, friends, or other consumers make them known to our team.

Under national and *Victorian* privacy laws, our practice provides and adheres to a complaints process for privacy issues and those related to the *Australian Privacy Principles (APPs)*.

All members of our practice team are educated to be prepared to address complaints as they arise. Depending on the nature of the complaint and any advice received from our medical indemnity insurers where required, complaints are recorded and actioned with a copy placed in the patient’s health record if related to patient care.

All clinical and medical staff, as well as administration staff, are aware of the professional and legal obligations regarding the mandatory reporting of unprofessional conduct.