

Complaint Handling Policy

Complete Health at Crossways is committed to providing and delivering high quality medical and cosmetic services to all our patients. Patients have a 'right to complain' and provide feedback, and are encouraged to raise any concerns directly with our Reception team who are trained to make sure patients feel confident that any feedback or complaints made will be handled appropriately.

Feedback is really important to us to ensure we are delivering what we promise. We invite feedback from people who use our service if we have made a mistake, if we could do something differently or general feedback on our services.

Objectives

The purpose of the Complete Health at Crossways Complaint Handling Policy is to:

- enable complaints and make it easy for customers to register a complaint or feedback
- respond to complaints quickly and keep the customer informed
- resolve complaints quickly and flexibly
- ensure our complaints process is objective and fair, and no customer is disadvantaged by lodging a complaint.

Our Process

Patients and others have opportunities to register their complaints either:

- verbally to staff
- in writing (letter)
- email to admin@completehealthatcrossways.com.au
- Feedback Form or Contact Us on our website - <https://completehealthatcrossways.com.au/consultations>
- Suggestion box in our Front Reception - patients may complain anonymously if desired.

Our process for handling complaints include:

- acknowledge complaints promptly
- ask questions to find out all details about the complaint
- investigate the complaint to determine all the facts
- identify options for resolution
- open communication to keep the complainant informed of progress
- respond to customer quickly about all stages of the complaint handling
- present a solution to the customer and verify that the problem is solved
- advise options for further investigation if complaint not resolved including internal and external options
- log the complaint so that we can track trends
- quality improvement reviews

We make every effort to respond to and resolve complaints at the time the patient or other people such as carers (relative, friend other consumer) makes them known to us. Our Reception team are trained and responsible for managing complaints for our Practice. If our staff member is unable to find a resolution, the customer can request a review of the issue and this review must be independent. To be an independent review, the staff member reviewing the complaint must not have been involved in the initial investigation of the complaint.

Record Keeping

The staff member who accepts the complaint is required to complete a Complaint & Incident Report Form on the day received. This staff member is also responsible for the resolution of the complaint, seeking assistance from other staff when assistance is required. This staff member is required to record Actions Taken and further Recommendations to finalise the form, then hand over to the Practice Manager upon completion within 24 hours. The Practice Manager will maintain records on the Office Register for quality improvement.

Quality Improvement

Recommendations to fix the incident/hazard or suggestions to reduce or eliminate the problem in future are considered. We review and discuss feedback from patients at our team meetings with the view of improving our service. We look at trends, resolution of complaints and areas for improvement. We make changes to processes, policy and services and keep patients informed of this.

Legislation

Under the NSW Health Care Complaints Act 1993 patients with complaints are firstly encouraged to try to resolve them directly with their Health Service Provider. If you are not happy with the outcome of the complaint you can contact:

NSW Health Care Complaints Commission
<https://www.hccc.nsw.gov.au/>
Phone: 1800 043 159
Email: hccc@hccc.nsw.gov.au.

AHPRA

If you are not satisfied with the outcome of a complaint and you are concerned about a doctor's behaviour, you can contact Australian Health Practitioner Regulation Agency (AHPRA) on 1300 419 495 or visit the AHPRA website for more information.