

Consumer Feedback and Complaints Policy

Document Management

Document owner:	<i>Dr Steven LS Chow/ COGUS Clinic</i>
Version:	Version.One
Effective date:	01.01.2013
Review cycle and responsibilities:	Dr Steven LS Chow/COGUS Clinic will review this document at intervals not greater than three years.
Reference documents:	DoHA Practice Accreditation Standards 2 nd edition: 1.1(i) & 4.3 Other: NSQHS (National Safety and Quality in Health Service Standards), Australian Charter of Healthcare Rights, Customer Feedback and Complaints Form, Complaints Handling Register.



Introduction

- The Safety and Quality Governance Standard for consumer feedback and complaints management has been based on the NSQHS (National Safety and Quality Health Service Standards). As supported through widespread use of the Australian Charter of Healthcare Rights, customer feedback and complaints assists in improving the quality of diagnostic imaging service provision.

Objectives

- To ensure *Dr Steven LS Chow/COGUS Clinic* is committed to keeping the management of feedback and complaints consistent with the principals of open disclosure and fairness, accessibility, responsiveness, efficiency and integration.

Policy

- Complaints made by patients, referrers or relevant third parties about Dr Steven LS Chow/COGUS Clinic will at all times be considered serious. Patient Feedback and Complaints Policy and forms will be on display in the practice and available to all patients. Patient Feedback and Complaints Policy and forms are also available on www.cogus.com.au
- All complaints made by patients, referrers or relevant third parties will be recorded in the Practice Complaints Register by either the Office Manager or Dr Steven LS Chow where relevant.
- Patients, referrers or relevant third parties who wish to lodge a formal complaint regarding a staff member will be requested to submit the complaint to the practice principal in writing on *Dr Steven LS Chow/COGUS* Patient Feedback and Complaints form. The practice principal is responsible for the investigation of the complaint. The practice principal will notify the complainant (in writing) within **28** days of the outcomes and resolutions of the complaint.

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- Verbal complaints by patient's referrers or relevant third parties will be responded to (where possible) immediately by the relevant senior staff member or practice principal.
- Where patients, referrers or relevant third parties have provided their contact details on the Patient Feedback and Complaints form, *Dr Steven LS Chow or Practice Manager* will respond in writing to patient feedback within *28* days.
- To achieve our objectives, we use two methods for receiving and recording feedback and complaints:
 - A Customer Feedback and Complaints Form, and
 - A Complaints Handling Register.

Procedure

- **Complaints Procedure**

If a complaint is received by the Practice, the complainant must be advised of this policy and procedure and expected resolution times. If the complaint is about a matter which can be resolved immediately without reference to others, then the staff member is expected to take the necessary action. Staff members are to seek clarification from the Practice Principal or delegate where required.

Corrective action will take place within two days or as soon as possible. Staff members must ensure the complaint or feedback is recorded on the *Customer Feedback and Complaints Form* and included on the *Complaints Handling Register*.

- **Obtaining Feedback**

Dr Steven LS Chow/ COGUS Clinic seeks client feedback by:

- Encouraging patients and carers to complete feedback forms
- Undertaking periodic surveys

Feedback is periodically reviewed and assessed contributing to continuous improvement processes.