

COMPLAINTS POLICY

Policy Statement

At Acacia Country Practice, we are committed to providing high-quality healthcare services and maintaining the highest standards of patient care. We value feedback from all our patients and services we work with to improve the care we provide. We recognize that concerns or complaints may arise from time to time. This policy outlines our commitment to addressing and resolving complaints in a fair, timely, and respectful manner.

Purpose

The purpose of this policy is to:

- Provide a clear and accessible process for patients and their families to raise concerns or complaints.
- Ensure that all complaints are handled promptly, confidentially, and professionally.
- Promote a culture of continuous improvement by learning from patient feedback.

Scope

This policy applies to all patients, their families, or representatives who wish to express concerns or complaints about the care, services, or interactions they have experienced at our medical clinic.

How to Raise a Concern or Complaint

Patients or their representatives can raise concerns or complaints in the following ways:

- Verbally, by speaking directly with a staff member, healthcare provider, or clinic manager.
- In writing, by sending a letter or email - see address below
- Through our website, using the get in touch form
<https://www.acaciacp.com.au/contact/>

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Complaint Handling Process

- Upon receiving a complaint, we will acknowledge receipt promptly, typically within 1 week.
- Complaints will be assigned to an appropriate staff member or manager for investigation.
- We will conduct a thorough and impartial review of the complaint, including interviews and collection of relevant information if necessary.
- The complainant will be kept informed of the progress and expected resolution timeline throughout the process.
- We will strive to resolve complaints within 30 days, and in more complex cases, we will provide updates on the progress.
- A written response will be provided to the complainant, detailing the findings of the investigation and any actions taken or recommendations for improvement.
- All complaints, their resolutions, and related documentation will be recorded and maintained confidentially. Complaints may be declined if they are:
 - personal attacks on character
 - have previously been dealt with or resolved
 - are made in poor faith or are derogatory in nature
 - are not made in the procedure outlined in this document

Confidentiality and Privacy

- All complaints will be treated with the utmost confidentiality and in compliance with applicable privacy laws and regulations.

No Retaliation

- We are committed to ensuring that no individual who raises a complaint will face any form of retaliation or adverse treatment as a result of expressing their concerns.

Continuous Improvement

- We view complaints as an opportunity for learning and improvement. We will analyse trends in complaints to identify areas for improvement and will implement corrective actions as needed.

Unresolved complaints

We believe that concerns and complaints are best resolved through our team locally. However, if you feel like your complaint or concerns are not being resolved please contact the Queensland Government Centre for handling complaints : Office of the Health Ombudsman, PO Box 13281, George Street

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ACACIA
country practice

Brisbane QLD 4003, Ph: 133 646, Email: info@oho.qld.gov.au, Website: www.oho.qld.gov.au

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