Complaints Policy Extract

- **Commitment**
  
  There is a commitment to efficient and fair resolution of complaints through all levels of Essendon Day Procedure Centre (EDPC).

- **Resources**
  
  Adequate resources are allocated for complaints handling with sufficient levels of delegated authority.

- **Visibility and access**
  
  Patients are made aware of the complaints handling process on admission. Complaints can be made via the Suggestion FI Process or formally written and marked to the attention of the Complaints Officer. Any staff member receiving a verbal complaint is to complete an IIR Form. The Complaints Officer is listed at the EDPC entrance.

- **Be responsive**
  
  Staff will make every effort to try understand patient complaints and take actions to rectify or limit any problems identified. Most complaints can be responded to and resolved at the time the complainant makes them known to our staff.

- **Be courteous**
  
  Staff will make every effort to resolve a complaint as soon as possible, treating with courtesy the person making the complaint.

- **Be fair**
  
  Our staff are aware it is important that in handling a complaint the person making the complaint and EDPC staff are treated fairly, the staff member, medical practitioner against whom the complaint is made.

- **No charge**
  
  Persons making a complaint will not be charged for the time or expense involved in handling a complaint.

- **Provide assistance**
  
  EDPC staff members are advised to be helpful in aiding persons making a complaint. This may involve helping that person formulate the complaint (preferably in writing when possible) and lodging the complaint with the appropriate person.

- **Anonymity and confidentiality**
  
  A person is allowed, where possible, to make a complaint anonymously.

- **Be discreet and confidential**
  
  All complaints will be handled discreetly and in confidence. Any verbal complaints are to be discussed in a private room; the details should not be repeated to other staff members except where necessary to investigate the complaint.

- **Reviews and accountability**
  
  The complaint handling policy will be reviewed regularly. Systemic or recurring problems will be identified and rectified.