



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.