

## Feedback and Complaints Policy

### 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 Melbourne Paediatric Cardiology 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 Paul Brooks or Dr Hannah Bourne 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.paediatriccardiology.com.au](http://www.paediatriccardiology.com.au)

All complaints made by patients, referrers or relevant third parties will be recorded in the Practice Complaints Register by either the Doctor, Office Manager or delegate 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 Melbourne Paediatric Cardiology's Patient Feedback and Comments 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.

Verbal complaints by patients, 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, Melbourne Paediatric Cardiology will respond in writing to patient feedback within 28 days.

To achieve our objectives, Melbourne Paediatric Cardiology use three methods for receiving and recording feedback and complaints: A Patient Feedback and Comments Form, a Complaints Handling Register and Practice staff training in managing and responding to feedback and complaints.

### PLEASE SEND THE COMPLETED FORM TO:

The Manager  
Melbourne Paediatric Cardiology  
18/255 Drummond Street  
CARLTON VIC 3053

Phone: 03 9347 2000

Fax: 03 9347 2001

Email: [admin@paediatriccardiology.com.au](mailto:admin@paediatriccardiology.com.au)

# Feedback and Complaints Form

## Melbourne Paediatric Cardiology

18/255 Drummond Street

Carlton Victoria 3053

Tel: 03 9347 2000

Fax: 03 9347 2001

Email: [info@paediatriccardiology.com.au](mailto:info@paediatriccardiology.com.au)

[www.paediatriccardiology.com.au](http://www.paediatriccardiology.com.au)

