

Consumer 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 *NHC Pukatja X-Ray Facility* 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 NHC Pukatja X-Ray Facility 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 NHC Pukatja X-Ray Facility - <http://www.nganampahealth.com.au/>

All complaints made by patients, referrers or relevant third parties will be recorded in the Practice Complaints Register by either the Health Services 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 Health Services Manager in writing on *NHC Pukatja X-Ray Facility's* Patient Feedback and Complaints form. The Health Services Manager is responsible for the investigation of the complaint. The Health Services Manager will notify the complainant (in writing) within <5> 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 Health Services Manager.

Where patients, referrers or relevant third parties have provided their contact details on the Patient Feedback and Complaints form, *NHC Pukatja X-Ray Facility* will respond in writing to patient feedback within <5> days/weeks.

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 Health Services Manager 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

NHC Pukatja X-Ray Facility 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.

REFERENCES:

- DoHA Practice Accreditation Standards 2nd edition: 1.1(i) & 4.3
- NSQHS (National Safety and Quality in Health Service Standards), Australian Charter of Healthcare Rights, Customer Feedback and Complaints Form, Complaints Handling Register.

