



Albury Wodonga Regional GP Network

COMPLAINTS HANDLING POLICY

The AWRGPN is committed to providing the highest level of service to its clients. In order to achieve this, the AWRGPN acknowledges and encourages feedback in the form of suggestions/complaints from its clients.

Any expression of dissatisfaction or grievance made to the AWRGPN by a client or stakeholder is considered to be a complaint and will be acknowledged.

Feedback and complaints can be submitted:

- Via our website at <http://www.bordergpn.org.au>
- By contacting the CEO/Business Manager on (02) 6049 1900
- By sending a letter, marked CONFIDENTIAL and addressed to:

Trevor Cowell
Chief Executive Officer
Albury Wodonga Regional GP Network
P.O Box 168
WODONGA VIC 3689

- Faxing your complaint to 02) 6049 1999
- Emailing us at staff@bordergpn.org.au

Our customers can expect a prompt and courteous response to their complaint. We are committed to initially responding within 24 hours and keeping the complainant informed of progress (normally by email or phone), through to resolution.

Our investigation of a complaint will remain objective and will be conducted by a senior member of AWRGPN Staff. In situations where independent guidance is required we will work with qualified dispute resolution professionals.

Privacy

Where personal identifiable information is required for the purposes of addressing the complaint within the organisation, disclosure of this information will not be provided to anyone outside of the organisation unless the complainant expressly consents to such disclosure.



Albury Wodonga Regional GP Network

Complaints about our Members

If you have a complaint against a GP, you are encouraged to achieve resolution, firstly, through discussion with the GP or the Clinic's Practice Manager. If a positive solution is not able to be reached, there are two organisations to whom you can refer your complaint.

In Victoria

The **Health Services Commission of Victoria** which assists in the resolution of complaints and turns complaints into opportunities by using the information supplied to help improve health services in the future.

Office of the Health Services Commissioner
Complaints and Information

Phone: 03 8601 5200

Toll Free: 1800 136 066

Fax: 03 8601 5219

TTY No: 1300 550 275

E-mail: hsc@dhs.vic.gov.au

or write to:

Health Services Commissioner
Level 30, 570 Bourke Street
MELBOURNE VIC 3000

Medical Practitioners Board of Victoria which terms a complaint a notification and takes seriously all the notifications (complaints) it receives. It reviews all notifications but not every notification leads to a hearing. The Board always informs medical practitioners that a notification has been made against them so they can learn from the experience and, where necessary, they can alter the way they practice medicine so other patients do not face the same issue in the future.

Phone: (03) 9655 0500.

Or an information sheet and complaints notification form can be downloaded from their website at

<http://www.medicalboardvic.org.au/complaints/how-to-make-a-complaint>.



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In New South Wales

Health Care Complaints Commission NSW

Health Care Complaints Commission
Locked Mail Bag 18
STRAWBERRY HILLS NSW 2012

Phone: 02 9219 7444

Fax: 02 9219 4585

Toll Free in NSW: 1800 043 159

TTY No: 02 9219 7555

Email: hccc@hccc.nsw.gov.au

or to the

Medical Practitioners Board

Complaints must be made in writing to:

The Registrar
The New South Wales Medical Board
PO Box 104
GLADESVILLE NSW 1675

For further information or to discuss this you may contact them directly:

The New South Wales Medical Board
Off Punt Road
Gladesville NSW 2111
PO Box 104
GLADESVILLE NSW 1675

Phone: 02 9879 2200

Fax: 02 9816 5307

Email: nswmb@nswmb.org.au

Web site: www.nswmb.org.au