



## Consumer and Stakeholder 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 *Aged Care imaging* 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 Aged Care Imaging will at all times be considered serious.
- Patient Feedback and Complaints Policy and forms are available on [agedcareimaging.com.au](http://agedcareimaging.com.au) or on request or will be provided to patients offering feedback or alerting ACI to a complaint.
- All complaints made by patients, referrers or relevant third parties will be recorded in the Practice Complaints Register by either the Diagnostic Radiographer/Medical Imaging Technologist, 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 Aged Care Imaging's Patient Feedback and Complaints form. The practice principal is responsible for the investigation of the complaint. The practice principal will notify the complainant (in writing) within 7 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, *Aged Care imaging* will respond in writing to patient feedback within 21 days.
- To achieve our objectives, *Aged Care imaging* use three methods for receiving and recording feedback and complaints:
  - Online feedback form
  - A paper Customer Feedback and Complaints Form, a



- A Practice Complaints Register, and

## 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 Practice Principal 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 *Practice Complaints Register*.

- **Obtaining Feedback**

*Aged Care imaging* 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.

<b>Reference documents:</b>	Department of Health Practice Accreditation Standards 3 <sup>rd</sup> edition: 1.1 & 4.3 Other: NSQHS (National Safety and Quality in Health Service Standards), Australian Charter of Healthcare Rights, Customer Feedback and Complaints Form, Complaints Handling Register.
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