



COMPLAINTS POLICY

Merthyr Medical Centre considers complaints as:

- A way to learn from our mistakes
- An opportunity to improve for the future
- A way to correct the problem for the person who made the complaint

Handling complaints well:

- Shows how committed we are to our patients
- Shows how committed we are to providing the best possible service
- Helps us find how and why things went wrong
- Helps us fix them
- Helps us to avoid making the same mistakes twice

HOW TO MAKE A COMPLAINT

A complaint can be received verbally, by phone, by email or in writing. Patients or others can complain anonymously if desired.

- In person, please talk to the Practice Manager or Reception staff. We have a Complaint Form you may wish to fill out
- Via email – admin@merthyrmedical.com
- Via phone (07) 3254 1400
- Via the suggestion box in the waiting room.

TIMELINES

Ideally, we will get back to you within 48 hours. If this is not possible because for example, an investigation has not been fully completed, we will update you with a progress report and an indication of when a full reply will be given.

The reply to the any complaint will outline the action taken to investigate the complaint, the conclusions from the investigation, and any action taken as a result of the complaint.

CONFIDENTIALITY

All complaint information will be handled sensitively.

MONITORING AND LEARNING FROM COMPLAINTS

Complaints are reviewed annually to identify any trends which may indicate a need to take further action.

FURTHER ACTION

If you are not happy with how we resolved your complaint you can contact the external health complaints agency for our state:

Office of the Health Ombudsman

Telephone: 133 646

Web: www.oho.qld.gov.au