

COMPLAINTS POLICY

The practice takes complaints and concerns about the privacy of patient's personal information seriously.

It is the practice's policy that any complaint must be made in the first instance to the Practice Manager, either in person, by telephone (07 3164 6000) or by appointment; or by writing to the address below and marked – Private and Confidential. You may also email reception@medicalmatters.com.au.

Please be assured that all complaints are treated with complete confidentiality and will only be discussed by the Practice Manager and the relevant member of staff, doctor or nurse.

Medical Matters will endeavour to address complaints within thirty days of your complaint. However, if you feel there is a problem that we cannot address, please refer to: Office of the Health Ombudsman P.O. Box 13281, George Street, Brisbane, QLD 4003. Telephone: 133 646. Website: www.oho.qld.gov.au

The information below, has been taken from the Office of the Health Ombudsman and may be useful if you wish to lodge a complaint.

What can I complain about?

You can make a complaint about any health service, provided by any health service provider, anywhere in Queensland. A **health service** is any service that is, or claims to be, for maintaining, improving, restoring or managing your health and wellbeing.

A **health service provider** can be:

- an individual health practitioner
 - **registered** health practitioners include—doctors, nurses, dentists, physiotherapists, chiropractors, occupational therapists, optometrists, osteopaths
 - **unregistered** health practitioners include—nutritionists, masseuses, naturopaths, homeopaths, dieticians, social workers, speech pathologists
- a health service organisation, such as:
 - a public or private healthcare facility, ambulance service, health education service, pharmacy, mental health service, community health service.

Your complaint can be about any aspect of a health service, such as:

- diagnosis, treatment or care
- sharing your information without permission
- inappropriate behavior by a provider
- the quality of the health service provided
- how a provider has dealt with your complaint.

[ENDS]