

Compliments

If you are pleased with the service you have received at our practice, we invite you to share this with us. Please let us know by:

- Completing a Patient Feedback Form (available at Reception)
- Call us on (03) 95099055
- Email us at manager@pymilne.com.au

What happens to a compliment? We will ensure that your feedback is documented on our practice database and it will be shared with the staff involved in your care. By documenting and acting on your positive feedback, we aim to encourage and reinforce the good care provided to you.

Suggestions or Complaints

Your care is our primary concern. We always encourage feedback about our service and the care that we provide. All complaints are taken seriously and handled in confidence. We aim to resolve any complaint quickly and fairly.

If you have a concern about your *medical treatment or care*, please let Mr Milne know immediately so that any clinical issues can be dealt with.

If, for some reason, you are not happy with your experience, or if you have suggestions about how we could improve, please let us know.

You can:

- Tell us directly by rising your concern with a staff member
- Complete a Patient Feedback Form (available at reception)
- Call us on (03) 95099055
- Email Mr Milne's practice manager at manager@pymilne.com.au

We appreciate the opportunity to address any complaint. Suggestions and complaints help us to improve our service.

What happens to a complaint? Complaints are acknowledged in writing or in person as soon as possible. This acknowledgment provides a contact person who will be handling the complaint. It will also let you know how the issue will be dealt with and how long it will take to resolve. Any person with a complaint will be treated with respect, sensitivity and confidentiality. All complaints are handled without prejudice or assumptions about how serious the issue might be. The response will be focussed on resolving the issue that has been identified. You will not be discriminated against as a result of making a complaint.

If you are dissatisfied with our response to your feedback, you may contact the Health Complaints Commissioner (HCC). The HCC responds to complaints about health services and the handling of health information in Victoria. Their service is free, confidential and impartial. To find out more information or to lodge a complaint with the HCC:

- Please go to www.hcc.vic.gov.au

Open Disclosure Mr Milne is committed to providing open and honest information to patients if things don't go to plan. If you have any concerns about your care, please discuss them directly with Mr Milne.