

# Broadbeach Family Practice Feedback & Complaints Policy

Your feedback is a valuable learning tool for us and we welcome all feedback, both good and not so good. You are welcome to provide feedback anonymously if you prefer.

Patient Feedback is collected in several ways including:

- o Our Suggestion Box, located at Reception
- o By Google Reviews
- o Through our Patient Surveys

You can also make a complaint by one of the following methods:

- o In person or by phoning us
- o By completing an official complaint form, available at Reception
- o By speaking to our Practice Manager either in person or by phone
- o In writing by letter or email
- o Official complaints can also be made with the Office of the Health Ombudsman at <https://www.oho.qld.gov.au>

Is your complaint Privacy related? We take complaints and concerns regarding privacy seriously. You should express any privacy concerns you may have in writing. We will then attempt to resolve it in accordance with our resolution procedure.

- o Contact Details
  - Practice Manager Email - [admin@broadbeachfp.com.au](mailto:admin@broadbeachfp.com.au)
  - Mail - PO BOX 113 Broadbeach, QLD, 4218
  - Ph – 07 55399177

You may also contact the OAIC. Generally, the OAIC will require you to give them time to respond before they will investigate.

- o Contact Details
  - [www.oaic.gov.au](http://www.oaic.gov.au)
  - Ph 1300 363 992.

In managing your complaint we will endeavor to :

- o Handle all complaints seriously.
- o Discuss your verbal complaints in a private area of the practice where possible
- o Listen to your expectations regarding how you want the matter resolved
- o Offer you the opportunity to complete a formal complaint form
- o Ensure your complaints and other relevant information is brought to the attention of the Practice Manager as our delegate for complaint management, as well as your usual Doctor
- o Keep you updated about the progress and outcome of any investigation