

FEEDBACK & COMPLIMENTS

At NRCHC, we are committed to providing high quality services that are responsive, adaptable and reflective of individual and community needs.

You can assist us achieve this by providing feedback on your experience at NRCHC. Feedback, suggestions and compliments from clients and visitors are helpful for highlighting the good aspects and the not so good aspects of NRCHC.

Feedback and compliments are welcomed in any format. There are Feedback Forms, available from reception for you to write your comments. However you can also email us at feedback@nrhc.com.au or ask for a staff member to record your comments. A Suggestion Box, to submit your completed forms, is located on the reception desk.

YOUR RESPONSIBILITIES

In order to help us provide better care we expect that as our client you will:

- Treat the staff with respect and courtesy
- Provide accurate and timely information about your health and well being; choosing not to do this may put your health at risk
- Advise the staff of any changes in your medication or treatment
- Advise us if you are unable to keep an appointment
- Ensure service providers are not at risk while attending to your health care
- Take responsibility for the decisions you make

YOUR RIGHTS

As a client of North Richmond Community Health Centre you can expect:

- Access to health care, regardless of ability to pay
- The right to be assessed for access to services without discrimination
- Quality health care as promptly as possible
- To be treated with courtesy and respect
- The right to involve an advocate of your choice
- Adequate information on all aspects of services and treatment provided in terms that you understand
- Participation in the decision-making which affects your health care
- The right to consent to or refuse treatment
- The right to choose from available alternatives
- The right to consent to or refuse to participate in educational or research programs
- To have the diverse nature of your needs recognised
- The right to request an interpreter
- Culturally sensitive health care
- The right to privacy and confidentiality, and access to all personal information kept about you



North Richmond Community Health Centre
23 Lennox St // RICHMOND // 3121
Tel: (03) 9429 5477



north
richmond
community
health
centre

*Tell us what you
think*

it's your right!

A client guide for communicating

**Feedback
Concerns
Queries
Complaints
Compliments**

COMPLAINTS EXPLAINED

WHO CAN MAKE A COMPLAINT?

Anyone has the right to make a complaint

Anyone who is not satisfied with a health practitioner, such as a doctor, a nurse, a dentist, or a counsellor, has the right to complain. You may also make a complaint about a NRCHC service or any of the support staff.

Don't be afraid to make a complaint

In some countries people are sometimes afraid to make complaints in case they are punished in some way, but in Australia this doesn't happen.

You can also make a complaint on behalf of someone else if you have concerns about treatment they have received -a friend, relative or fellow patient, for example.

WHAT IF YOU'RE UNCOMFORTABLE MAKING A COMPLAINT?

You have the right to nominate an advocate to assist you through the complaints process. For more information, refer to our brochure titled A CONSUMER GUIDE TO USING AN ADVOCATE.

WHAT CAN YOU COMPLAIN ABOUT?

A complaint may be made about any aspect of your treatment or about a service provided at NRCHC

Some examples of the kind of things people may complain about include:

- unsatisfactory clinical treatment
- inappropriate conduct or communication
- incorrect diagnosis
- failure to provide medical treatment in an emergency
- infection control practices or hygiene
- lack of adherence to privacy rights

WHO DO YOU COMPLAIN TO?

If you feel comfortable, you may discuss your concern with the staff involved or ask to speak to a more senior person. This can be in person or by telephone.

OR

You can ask for a complaint form to express your concerns in writing. If you can't write in English, write in your own language and we will arrange a translation. If you can't write in any language, a staff member can help you write your complaint, or ask for the help of an interpreter. You can also send us a letter or email us. For more information about submitting a complaint form, please see the section below titled HOW TO MAKE A COMPLAINT AT NRCHC.

HOW TO MAKE A COMPLAINT AT NRCHC

Whether you choose to make a verbal complaint or submit a complaint form, it would be helpful to include details about the following:

- What occurred and when (with dates and times)
- Who was involved
- What you would like to see happen as a result of raising your concern

If you would like feedback on the outcome of your complaint, please provide your contact details so that we can let you know the findings of our investigation.

A complaint may be lodged:

- in writing, using a complaint form or by writing a letter;
- by telephone;
- in person;
- via email at feedback@nrhc.com.au

Letters/Complaints should be dropped in the Suggestion Box, located on the reception counter, or sent to:

North Richmond Community Health Centre
Att: Executive Manager, Corporate Services
23 Lennox Street
RICHMOND 3121

WHAT HAPPENS NEXT?

NRCHC will investigate and assess the complaint,

We will then decide what action will be taken. This process could take from 2 to 6 weeks. If you have requested feedback, you will be contacted and provided with details of the findings and outcome.

Lodging a complaint WILL NOT impact on any future care or treatment

You cannot be discriminated against for lodging a complaint, even if you need treatment from the person or service you are complaining about.

WHAT IF NRCHC CANNOT RESOLVE YOUR COMPLAINT?

Contact the Health Services Commissioner

If NRCHC has been unable to resolve your complaint, you can contact The Office of the Health Services Commissioner. It is an independent statutory authority established to receive and resolve complaints about health service providers in Victoria. Their website explains how to lodge a complaint, and includes an electronic version of the complaint form.

[\(http://www.health.vic.gov.au/hsc/\)](http://www.health.vic.gov.au/hsc/)

You can also call their toll free number to speak to a complaint enquiry officer. 1800 136 066

PRIVACY

The complaint process is confidential

Complaining may involve talking about very personal matters. However, there is a strict law to protect the privacy of people who complain. The complaint process is confidential and none of the documentation will be placed in your medical file.