

NORTH EAST VICTORIAN DIVISION OF GENERAL PRACTICE

Policy No:	1.6.3 External Complaints
Governing Legislation:	

POLICY

The Complaints Officer shall be the Chief Executive Officer who will ensure complaints are well documented and the necessary action is taken. The Chief Executive Officer will record complaints from GPs and other consumers gathered formally and informally during education sessions, meetings or practice visits.

WORK INSTRUCTION

- Complaints received will be resolved in an effective and timely manner
- When received the Chief Executive Officer will respond promptly and fairly to the complaint
- The complaint will be recorded into a register
- The Chief Executive Officer will review the complaint with the appropriate Division personnel
- Further investigation of the complaint to occur if seen as necessary
- The Chief Executive Officer will work towards an outcome that is acceptable to the Division and the complainant
- The outcome will be actioned as required
- A report and reply to be forwarded to the complainant if necessary
- A report and reply to be forwarded to the appropriate Division personnel if necessary
- A review of the complaint to occur to assist with improvements to program planning or activity
- The complaints register is to be kept in a secure place

Document history	Forms / relevant documents	Find in Key documents
Issued: August 2008 Reviewed: November 2009	External Complaints register	Templates – Complaints & Resolutions