

COMPLAINTS POLICY

Thomas Family Medical Practice



This document explains how we manage and implement your complaints and feedback.

We respect your rights to privacy and have a legal obligation to follow provisions of the Privacy Act 1988 (Cth) and other relevant State and Territory legislation in the handling of your personal information.

Taking this into consideration, we aim to address all complaints in a timely manner, ensuring that information is considered carefully and respectfully.

If you have a problem or suggestion, we would like to hear about it.

Please feel free to talk to your doctor or receptionist about any issues or feedback you would like to provide to the clinic. We take your concerns, suggestions, and complaints seriously. However, if you feel that you need to discuss this matter outside of the surgery, you may contact the NSW Health Care Complaints Commission at:

Phone: 1800 043 159. Website: <http://www.hccc.nsw.gov.au/>

Otherwise, if you have any concerns regarding the practice, we ask that you please contact reception by phone on **1300 300 065** or email reception@drthomasgp.com.

Your requests will be handled with complete confidentiality, and we will endeavour to respond to your complaint within a reasonable time after it is made. You will be contacted after we receive your complaint to discuss and outline options in order to resolve the matter. Our aim is to resolve your concern in a timely and appropriate manner.

Complaints Policy last updated: 8 April 2024