



Complaints Resolution Policy

1. Introduction

Evandale General Practice (EGP) is committed to providing a healthy and productive workplace for all employees to be able to enjoy. Employees are entitled to feel safe and comfortable in their place of work and are entitled and encouraged to raise any concerns or issues that may arise.

It is our commitment to foster good relationships amongst employees, employees and management and patients and the Clinic. We respect and value the diversity of our workforce and believe that all people have a right to be treated fairly.

2. Objectives

The purpose of this policy is to provide guidelines on how any complaints are to be dealt with, including the reporting process, roles and responsibilities, time frames and resolutions and outcomes.

We acknowledge that these guidelines may not be practical for every case and do not operate as a mandatory set of rules. An alternative resolution procedure may be adopted.

If any member of the Practice team is exposed to any form of behaviour which constitutes discrimination, bullying or harassment, the following procedure must be adopted.

Do not ignore harassment – ignoring the behaviour could be interpreted as condoning the behaviour. Grievances undermine morale and affect teamwork and need to be dealt with promptly. This procedure may also be used for the handling of other workplace grievances such as complaints about working conditions, wages or work colleagues.

3. Complaint Resolution

We are committed to providing a complaint handling process and the necessary support for the process to operate effectively with outcomes. All employees should feel safe and supported to raise any concerns or complaints which may arise and the Practice strongly supports empowering individuals to raise these questions or concerns directly with the Practice.

In general, a workplace investigation will involve:

- Collection of background information.
- Interviewing relevant witnesses.
- Making and communicating findings; and
- Implementing outcomes.

A workplace investigation may be conducted because of the Practice receiving or becoming aware of a complaint from an employee, from a member of the Practice from a third party, or whenever information comes to the attention of the Practice that indicates a possible breach of policy or the overarching values of the Practice outlined in the Code of Conduct, are not being upheld.

If an employee or patient feels they have been victimised, bullied, harassed or discriminated, treated unfairly, they should:

- Inform the offender that the behaviour is offensive and unacceptable.
- Seek assistance in having the behaviour stopped by reporting the incident to the Manager.
- Employees should remember they are entitled to a support person at any stage of the process and that person is available within a reasonable time.

Handling of complaints

- An investigation into the incident will be undertaken by the Manager.
- If the complaint has been made about the Manager, then this will be investigated by the Practice Principal, Dr Vasuki Annamalai.
- We commit to always applying professional discretion throughout the investigation and upholding confidentiality as far as is legally possible.
- We commit to a timely response and timely resolution to all reported complaint.
- We commit to handling all investigations impartially, ensuring the employee is not victimised or experiences any adverse repercussions by bringing the matter of complaint to the Practice's attention.

Possible outcomes may include:

- An apology.
- An undertaking that the behaviour will cease.
- Formal counselling of the alleged offender, using the disciplinary procedure.
- Disciplinary action, including termination for serious misconduct.
- Training for all members of the Practice team to raise awareness of equal opportunity obligations.
- Covering costs consequent to the harassment, such as medical or psychology expenses.
- Notifying the police.

If the grievance cannot be substantiated when investigated, it must still be taken seriously, including attempting to find a resolution of the matter with the parties involved. It may also be appropriate to take action against a complainant who makes a serious allegation against a work colleague which is found to be false or frivolous after investigation. This could include termination of employment or contract.



A record is kept of the grievance, its investigation and actions taken.

After the initial resolution of a grievance, occasional monitoring and follow up actions may be required to ensure that those involved are satisfied with the outcome, and to verify the issue has not recurred.

4. Feedback

Our Practice encourages patients and other people to give feedback, both positive and negative, as part of our partnership approach to healthcare.

To respond to patient feedback and make improvements, our Practice has appointed the Manager with primary responsibility for examining issues raised and for facilitating improvements in the Practice. Opportunities are available for patients and other visitors to tell us 'How we are doing'. We aim to follow up ideas and acknowledge notes of appreciation where we can.

At any time, patients can provide feedback or make a complaint. They are advised of the processes for providing feedback through:

- Training provided to our Practice team members to ensure patients of the Practice feel confident that any feedback or complaints made at the Practice will be handled appropriately.

All feedback given is collected by the Practice to identify potential opportunities for quality improvement. These findings are communicated back to our patients individually as appropriate.