

### **Introduction:**

Hunter Imaging Group's Safety and Quality standards for consumer feedback and complaints management has been based on the NSQHS (National Safety and Quality Health Service Standards). As supported through widespread use of the Australian Charter of Healthcare Rights, customer feedback and complaints assists in improving the quality of diagnostic imaging service provision.

### **Objectives:**

To ensure Hunter Imaging Group (HIG) is committed to keeping the management of feedback and complaints consistent with the principals of open disclosure and fairness, accessibility, responsiveness, efficiency and integration.

### **Policy:**

Complaints made by patients, referrers or relevant third parties about HIG will at all times be considered serious. Patient Feedback and Complaints Policy and forms will be on display in the practice and available to all patients. Patient Feedback and Complaints Policy and forms are also available on HIG's website.

All complaints made by patients, referrers or relevant third parties will be recorded by either the Diagnostic Radiographer/Medical Imaging Technologist, Office Manager, Business Development Team or delegate where relevant. All complaints must be forwarded to the Chief Operation Manager and recorded in a central register.

Patients, referrers or relevant third parties who wish to lodge a formal complaint regarding a staff member will be requested to submit the complaint to the practice in writing. HIG Feedback and Complaints forms will be provided. The staff member receiving the complaint is responsible for notifying the Chief Operation Manager of the complaint and any immediate action taken in relation to the complaint. The Chief Operation Manager will ensure the complaint is managed appropriately and will notify the complainant within 5 days of the outcomes and resolutions of the complaint.

Verbal complaints by patients, referrers or relevant third parties will be responded to (where possible) immediately by the relevant senior staff member. The Chief Operation Manager must also be notified of all verbal complaints.

Where patients, referrers or relevant third parties have provided their contact details on the Patient Feedback and Complaints form, HIG will respond, either verbally or in writing within 5 days.

To achieve our objectives, we use two methods for receiving and recording feedback and complaints:  
A Customer Feedback and Complaints Form, and  
A Corrective Action Incident form.