

Complaints Policy & Procedure

Purpose

At Rotem Medical Family Practice, we recognise that healthcare is deeply personal. Our patients place their trust in us, and we are committed to delivering high-quality care while fostering a positive and supportive experience.

We understand that, despite our best intentions, there may be times when patients feel dissatisfied or concerned about some aspect of their care. These feelings may stem from miscommunication, unexpected outcomes, or perceived gaps in service.

We believe every patient has the right to express their concerns and to feel genuinely heard. Responding to feedback—especially complaints—is essential for maintaining trust, ensuring transparency, and continually improving the way we provide care.

Our Complaints Policy is built on empathy, fairness, and respect. It ensures that all concerns are managed promptly, thoughtfully, and with dignity for everyone involved. We encourage patients to share their experiences with us, and we take every complaint seriously.

We remain committed to listening, learning, and evolving. Your feedback helps us uphold the highest standards of care at Rotem Family Medical Practice, and we value your partnership in this ongoing journey.

Scope

This policy applies to all patients, staff, and visitors at Rotem Family Medical Practice

Lodging a Complaint

a. Informal Complaints: Patients are encouraged to raise any concerns directly with the relevant staff member or with the Practice Manager. Many issues can be resolved promptly and effectively through open, informal communication. Staff will respond to informal complaints within three (3) business days.

b. Formal Complaints: If a concern cannot be resolved informally or requires a more detailed review, patients may submit a written complaint to the Practice Manager. Patients will be provided with a 'patient complaint form' to ensure all relevant details are included. Anonymous complaints will also be reviewed, although Rotem Medical's ability to investigate and respond may be limited. Support services—such as interpreters or advocacy services—are available upon request for those who need assistance.

Email: reception@rotemmedical.com.au

Postal Address: 1299 Pacific Highway, Turramurra NSW 2074

Complaints Process

a. Acknowledgement: We will acknowledge receipt of the complaint within five (5) business days.

b. Investigation: The Practice Manager will conduct a thorough and impartial investigation. This may include speaking with relevant staff and reviewing appropriate records. All steps of the investigation will be properly documented.

c. Resolution: Rotem Medical will aim to resolve the complaint within thirty (30) business days of receiving it. If additional time is required, the complainant will be notified and provided with an updated timeframe.

d. Communication: The Practice Manager will provide the complainant with a written summary of the investigation outcome, including any actions taken or planned.

Escalation

If the complainant is not satisfied with the outcome of the investigation, they may escalate your complaint to an external authority. They are provided with the external authority details in the written summary outcome.

NSW Health Care Complaints Commission (HCCC)

Phone: 1800 043 159

Online: <https://www.hccc.nsw.gov.au>

Confidentiality

All complaints are handled confidentially and in accordance with the Australian Privacy Principles. Personal information is only used for the purpose of investigating and resolving the complaint.

Continuous Improvement

Rotem Medical is committed to learning from complaints to enhance our services and prevent similar issues in the future. This commitment includes regular review and refinement of this policy. Key components include:

a. Staff Training: All staff will receive training on the complaints policy and procedures to ensure they are equipped to manage concerns appropriately.

b. Record Keeping: Comprehensive documentation of complaints, investigations, and outcomes will be maintained to support ongoing monitoring and improvement.

c. Internal Review and Monitoring: Regular audits or reviews of complaint data will be conducted to identify trends, areas for improvement, and opportunities to strengthen patient care.

d. Patient Feedback: Complainants will be encouraged to share feedback on their experience with the complaints process to help ensure it remains effective, transparent, and patient-centred.