

Complaints Policy for Patients at SLA

1. Introduction

- 1.1. Customer complaints and other customer feedback are continually monitored and measured to identify opportunities for improvement. SILK Laser Australia (SLA) continually looks for ways to interact directly with our customers to ensure that we focus on their unique needs and expectations.
- 1.2. This document provides patients and clients with information on the complaints process at SLA.

2. Scope

- 2.1. This protocol includes information on internal and external complaints mechanisms and provides information for patients and clients on how to lodge a complaint and how they can expect their complaint to be managed.

3. How to Lodge a Complaint

- 3.1. Initially complaints can be made through a variety of mechanisms, including but not limited to:
 - a) received by SLA via ordinary post
 - b) handed to a staff member in person (if written)
 - c) described to, and recorded by, a staff member (if verbal)
 - d) submitted on SLA's social media
 - e) emailed to SLA's Head Office
 - f) submitted to SLA by the completion of an online form

4. Acknowledgement of a Complaint

- 4.1 SLA will have a central point of coordination to manage complaints.
- 4.2 Complaints will be acknowledged within five working days of receipt of the complaint.

5 Process for Dealing with Complaints

1. Details of the complaint are taken by the staff member who first speaks with the person making the complaint.
2. Where relevant, the person making the complaint may be asked to provide details in writing.
3. The details are documented by the person receiving the complaint.
4. Any immediate action taken to resolve the complaint are also recorded.
5. Where relevant staff are to escalate a complaint as soon as practicable.
6. If a complaint cannot be resolved immediately, the person making the complaint is to be provided with a time frame in which the matter may be resolved.
7. The person making the complaint will be kept informed throughout the investigation process, outcomes, time frames concerned and any unexpected delays in the process.
8. Depending on the nature and / or seriousness of the complaint, the Clinic Manager may directly contact the person making the complaint and discuss the details, how the person wants the complaint handled and outcomes sought.
9. Nurse Injectors are encouraged to speak personally to a person making a complaint should the matter relate to clinical care and service provided, where possible this should be in clinic and face to face.
10. Written responses to complaints are provided within 5 working days of resolution of the complaint.
11. Where the complaint implies serious misconduct (for example, serious risk to the health and safety of staff or clients, or a criminal offence), or where mandatory reporting is required, the organisation has an obligation to refer the matter to the appropriate agency as required by law.

6 Timeliness

- 6.1 Any complaint, whether verbal or in writing, will be handled in a timely manner, taking into account the complexity and seriousness of the issues raised to facilitate a resolution for all parties concerned. All staff are encouraged and supported to actively resolve any complaint or issues raised with them. Staff understand when to escalate matters to more senior staff to avoid unnecessary delay and timely resolution.
- 6.2 No timeframe limits shall be imposed by SLA on a consumer or their carer/representative lodging a complaint following an incident, although it is acknowledged that time may diminish SLA's capacity to investigate the event(s).

7 Assessment of a Complaint

- 7.1 SLA shall assess each complaint to determine the:
 - a) complaint issue(s)
 - b) other management requirements including the level of language or cultural support required by the complainant.
 - c) seriousness and risk
 - d) confidentiality considerations and patient authorisation
 - e) investigation requirements.

8 Confidentiality

- 8.1 The privacy and confidentiality of all parties will be respected as appropriate in keeping with the Australian Privacy Principles. Accurate and secure records will be kept of each complaint, including recording of reasons for all significant decisions.
- 8.2 When a complaint is lodged by a third party (i.e not the person affected) SLA will follow the same assessment process. If a minor is involved a parent/guardian would be asked to be involved.
- 8.3 If a friend of the complainant lodges a complaint the person affected would have to give permission for SLA to discuss the complaint with them.

9 External Agencies

- 9.1 If you are not satisfied with the outcome or handling of your complaint, there are a number of external agencies with whom you can lodge your complaint including:

- to the health complaints entity in the state or territory where the procedure was performed

Australian Capital Territory

- Health Services Commissioner (via the ACT Human Rights Commission)
- (02) 6205 2222
- [Online Form](#)

New South Wales

- Health Care Complaints Commission
- 1800 043 159
- [Online Form](#)
- Health Professional Councils Authority
- 1300 197 177
- [Online Form](#)

Northern Territory:

- Health and Community Services Complaints Commission (HCSCC)
- 1800 004 474.
- [Online Form](#)

Queensland

- Office of the Health Ombudsman
- 133 646.
- [Online Form](#)

South Australia

- Health and Community Services Complaints Commissioner (HCSCC)
- 1800 232 007.
- [Online Form](#)

Tasmania

- Health Complaints Commissioner
- 1800 001 170.
- [Online Form](#)

Victoria

- Health Complaints Commissioner
- 1300 582 113
- [Online Form](#)

Western Australia

- Health and Disability Services Complaints Office (HaDSCO)
- (08) 6551 7600 or 1800 813 583.
- [Online Form](#)

- to the Australian Health Practitioner Regulation Authority (AHPRA)

Australia wide

- 1300 419 495
- [Reporting a concern to AHPRAH Information](#)