

## **POL016 COMPLAINTS MANAGEMENT POLICY**

### **EXPECTED OUTCOME**

**THE TOOWONG PRIVATE HOSPITAL COMPLAINTS MANAGEMENT SYSTEM IS AN EASILY ACCESSED, RESPONSIVE AND FAIR COMPLAINTS PROCEDURE FOR PATIENTS AND SUPPORT PERSONS. COMPLAINTS ARE MANAGED IN A STANDARDIZED, TRANSPARENT, AND TIMELY MANNER.**

### **POLICY**

Toowong Private Hospital ensures that the steps for making a complaint are simple and transparent, and there is assistance for complainants when required. The hospital provides a fair, full and impartial investigation without any penalty in respect to quality of service for the initiator of the complaint

Complaint handling procedures are committed to the principles of the Open Disclosure process, and are widely published throughout the organisation and internet.

Complaints are managed confidentially involving only those involved in the management of the complaint.

Complaints are to be acknowledged within two (2) working days and be investigated and resolved within 35 days. If the complaint is not resolved within 35 days, the complainant will be informed of the reason for the delay and advised when a reply can be expected.

All written responses to complaints are to be submitted to the relevant member of the Hospital Management Committee and when required the Hospital legal representative for their comments prior to issue.

All complaints are to be registered on the Riskman database together with any information collected in relation to complaint. Complaints are not entered in the patient's medical record.

Letters of complaint, replies or minutes relating to complaints are retained for a period of 10 years following resolution of the complaint. In the case of a minor, the document is retained for 10 years after the complainant turns 18 years of age.

All staff are to receive training in complaints handling procedures including how to assist people to make complaints.

Information collected via the complaints management system is to be collated and reviewed by Service Area Managers and the Hospital Executive at regular intervals. Non-conformances or potential non-conformances will be addressed in accordance with the Corrective Actions and Preventative Actions policies and procedures.

### **DEFINITIONS OF TERMS USED**

- **Complaint:** An expression or statement of dissatisfaction that requires a response.

- **Complainant:** A person who is entitled to make a complaint on his/her own behalf or on behalf of another.
- **Open Disclosure;** The elements of Open Disclosure are an expression of regret, a factual explanation of what happened, the potential consequences of the incident, and the steps taken to manage the event and prevent recurrence
- **Patient:** A person who has received treatment/care from the Toowong Private Hospital. The term patient refers to those who are living or deceased. It also includes their parent/guardian and/or their legal representative.
- **Stakeholder:** Patient, Carer, staff member, visitors, visiting medical officers, resident medical officer.

## REFERENCES/LINKS

Toowong Private Hospital will function in accordance with all relevant Legislation, Regulations, Industry Standards and Codes of Practice. TPH utilise the external Private Hospitals Association of Queensland (PHAQ) Matrix.

Access to related policies, forms, or other documents may be found by undergoing a Radix DM search by ID, Title, Library Group, document content or saving criteria.

