

CONSUMER GUIDELINES FOR MAKING A COMPLAINT

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How Do I Lodge a Complaint?

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What If I Lodged My Complaint Elsewhere?

If your complaint has been lodged with the police, a health complaints commission, another organisation, or if legal and/or court proceedings have commenced or are pending, the Complaints Committee may not be able to process the complaint until those matters have been resolved.

What Will Happen To My Complaint?

Once your complaint is submitted, it will be forwarded to the practitioner or institution you complained about for their response. To ensure fairness (natural justice), the practitioner or institution must be given the opportunity to respond. While your name and complaint will be shared with the practitioner or institution, we can conceal your address and/or telephone number if you wish.

When the Complaints Committee receives the response, your complaint will be scheduled for review at the next committee meeting.

The Complaints Committee is responsible for handling the final outcome of the complaint.

Are All Complaints Processed?

Not all complaints are processed. The Complaints Committee will not consider complaints that are:

- Vexatious, trivial, misconceived, or lacking in substance or good faith.
- Verbal or anonymous complaints.
- Complaints about incidents that occurred more than 5 years ago, unless substantive reasons are provided.

Is the Meeting Open to the Public?

No, the Complaints Committee meeting is not a public hearing or a court of law.

When Will I Know the Outcome?

After the Complaints Committee meeting, you will receive a letter advising you of the decision. The decision of the Complaints Committee is final.

