

## Complaints Procedure

We want to understand your concerns. Please use the questions below to help you to tell us about the issue. It will help us if you provide the information in a clear and factual manner. If you have any questions about the complaints process, please call us before proceeding.

### Who can make a complaint?

A complaint may be made by anyone concerned about the quality of services provided by Spectrum Active Health.

### How do I make a complaint?

You can write a letter to us.

If the complaint is of a clinical nature, the appropriate clinical governing body complaints process will apply.

Dietitians Association of Australia <https://daa.asn.au/>

APHRA <https://www.ahpra.gov.au/>

*NB. For those who have a disability that prevents them from sending a written letter, please contact (03) 5303 0288 directly.*

### What information do I need to provide?

State clearly, in writing, addressing all of the below criteria to provide details of the incident or situation that you would like to bring to our attention. You must sign and date the letter.

Date:

Your name:

Address:

Phone:

Name of the clinician and/or staff member you are making a complaint about.

What happened?

When and where did it happen?

Was anyone else involved? (Carer, practice staff, other health professional?)

Any other relevant information?

What have you done already to try and deal with this issue (e.g., have you spoken to the person involved, have you complained elsewhere)?

The main issues you are concerned about are:

The impact of this issue for you has been:

As a result of your complaint, you would like:

Post your signed letter to The Director, Spectrum Active Health, 18 Ripon Street South, Ballarat 3350 and mark the envelope 'Confidential'.

### Statement of complaint:

By writing a letter of complaint, you are acknowledging that the complaint process has been fully explained to you and / or you have read all relevant information on the process and you are satisfied that you understand the process. You also understand that a copy of your written complaint and your name will be forwarded to the person you are complaining about (respondent) and by signing your letter you give permission for this to occur.

**What should I expect in response to my complaint?**

That your complaint will be treated seriously and confidentially.

You should expect acknowledgement of receipt of your complaint within fourteen (14) business days, via the postal address that you provided.

**What happens with the outcome of my complaint?**

Where necessary, we are committed to providing remediation via extra mentoring, education or other practice guidance/peer support.

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*Effective as at 5<sup>th</sup> March 2018*