



### **Purpose**

North Coast Radiology Group (**NCRG**) is committed to the delivery of excellent customer service to our clients – which includes but is not limited to patients, carers, third parties and referring practitioners.

The purpose of this policy is to ensure that feedback is managed appropriately and that complaints are resolved in a timely and efficient manner.

### **Principles**

This policy is underpinned by the principles of open disclosure, fairness, accessibility, responsiveness, efficiency and integration.

### **Actions and Methods**

#### *1. Complaints*

A complaint is feedback from a client which expresses dissatisfaction with our service. All complaints will be treated in a serious manner.

Complaints may be made in the following ways:

- Using the Patient Feedback and Complaint Form located in our branch waiting rooms.
- Patient Feedback and Complaint Form can also be completed via our [website](#).
- Referrers may also raise complaints via our [website](#)
- In person or via phone at our branches, preferably to Cluster Manager or delegate
- In writing to NCRG Customer Service Officer, PO Box 1115, LISMORE NSW 2480

#### *a. Complaint Handling*

All customers making a complaint will be treated with courtesy. When a complaint is received NCRG will endeavour to acknowledge receipt of the complaint within 3 business days. A contact person and their contact details along with an estimated timeline for the complaint's investigation will be provided at this time. The contact person will involve relevant staff as necessary in order to investigate and determine what (if any) remedial action is appropriate.

All written complaints regarding a NCRG staff member will be brought to the attention of the General Manager or delegate. The General Manager will be notified of any complaints that may have medical or legal implications.

As part of our on-going improvement plan, complaints will be monitored for any identifying trends by management and rectification/remedial action taken to mitigate any identified issue.

#### *b. Outcomes*

Outcomes may include: an explanation, written apology, correction of records, monitoring of the issues, training and education, or disciplinary action commenced against whom the complaint is made.

The complainant will be notified of the outcome of the complaint, any recommendations and / or actions to be undertaken by NCRG as a result of the complaint.



## 2. *Other Feedback*

NCRG encourages other feedback as a way for the continual improvement of its service delivery. NCRG seeks other feedback via completion of NCRG Feedback and Complaint Form. NCRG may undertake periodic surveys using the NCRG Survey Form, available in branch or on our website. All feedback will be referred to the relevant Manager for response.

### **Mandatory Notifications**

Complaints which require mandatory notification will be referred to the relevant agency or body, such as Australian Health Practitioner Regulation Agency (**AHPRA**).

### **Referral to External Agencies**

If the response provided by NCRG is considered not to be satisfactory, a complaint can be made to the following agencies for investigation:

- The Department of Health
- NSW Health Care Complaints Commission (**HCCC**)