

**Advance Medical Practice Windsor  
Complaints Policy**

Riverview Shopping Centre   
Shop 26, 227 George Street  
Windsor, NSW, 2756  
Phone: 02 4577 2677  
Fax: 02 4577 9722  
ABN: 86 958 906 367

|  |  |
| --- | --- |
| **Initial policy published** | February 2022 |
| **Initial policy published by** | Kimberley Edwards – Practice Manager |
| **Policy reviewed by** | Dr Zakir Parvez |
| **Review History** | May 2023 – Version 1.1 |
| **Current Version** | Version 1.2 |
| **Current review date** | March 2024 |
| **Next Review** | August 2024 |

**Table of Contents**

**Policy** **Purpose** 3

**Policy** **Scope** 3

**Policy** **Review** **Statement** 3

**Who to make a complaint to** 3

**Return time of a complaint** 3

**Escalation of a complaint** 4

**Further information** 4

**Feedback / Complaints form** 5

**Complaints Policy**

**Policy Purpose**This policy is in place to inform patients how they can make a complaint and the process of how the complaint is dealt with.  
It provides patients with details and information surround a complaint.

Advance Medical Practice strives to give the community a professional service. All staff members including GPS, nurses and reception staff do the best they can to assist with all enquiries and action them accordingly.

**Policy Scope**   
This policy applies for all complaints made to Advance Medical Practice Windsor.

**Policy Review Statement**  
This policy is reviewed regularly to ensure it reflects the current processes and procedures of Advance Medical Practice and current legislation requirements.

This policy is specifically reviewed every six months; February and August.

**Who to make a complaint to**  
All complaint regarding our practice are addressed to our Practice Manager, Kimberley.

We do respect that your complaint or feedback may be personal, therefore confidentiality will be maintained and reviewed by senior members of our team.

Please see below Kimberley’s contact details:

Practice Manager: Kimberley Edwards  
Email: [practicemanager@theamp.com.au](mailto:practicemanager@theamp.com.au)   
Contact number: 02 4577 2677

In the instance Kimberley isn’t available, you will be contacted by our Office Administrator; Taylor Laws.

**Return time of a complaint**Your complaint will be acknowledged within 2 working business days.   
  
You will have a response based on your concern within 7-10 working business days and we will contact you directly regarding your matter.

**Escalation of a complaint**If you wish to escalate your complaint due to unsatisfactory action taken by the practice, you are entitled to do so and forward your complaint to the Health Care Complaints Commissions (HCCC)

**Post:**  
Health Care Complaints Commission  
NSW Health Care Commissioner  
Locked Bag 18  
Strawberry Hills, NSW, 2012

**Phone:**  
02 9219 7444

**Online:**<https://ecomplaints.hccc.nsw.gov.au/myComplaint>

To view more information from HCCC, please visit their website: <https://www.hccc.nsw.gov.au/>

**Further information**Advance Medical Practice aims to do our best to accommodate for all patients and the community. We welcome all feedback - good or bad.

Our feedback form is attached below for your convenience and can also be found in the waiting room at reception. These can be given to reception staff once completed. This will then be given to the appropriate management team.

We appreciate your patience when exploring your matter.

**Feedback / Complaints form**A copy of this form is available at Reception and they can be returned to Reception upon completion.  
They can also be found on our website under the ‘About Us’ tab. They can then be returned via email – [practicemanager@theamp.com.au](mailto:practicemanager@theamp.com.au)

