

Feedback and Complaints Process

This Information Sheet provides a summary of the policy and procedures of North Western Melbourne Primary Health Network (NWMPHN) in handling, actioning and reporting of feedback and complaints.

NWMPHN encourages submission of all types of feedback including compliments, opportunities for improvement and complaints. Feedback and complaints help us to inform and improve our services, activities, procedures and future programs. Feedback and complaints are handled confidentially, reported to our leadership team, investigated and actioned.

Ways to provide feedback and complaints



Fill out the [Feedback Form](#) or [Complaints Form](#), as appropriate, on our [website](#) or in our email signatures.



Call us on (03) 9347 1188



Email nwmpnhn@nwmpnhn.org.au



Send a letter to:
PO Box 139 Parkville, Victoria 3052



Feedback and complaints provided to staff by email, phone or letter, will be entered by staff in to the Feedback Form or Complaints Form as part of our feedback and complaints process.

What happens to your feedback/complaints?

1. A Feedback/Complaints Register captures all the feedback/complaints we receive.
2. All feedback/complaints are confidential, acknowledged, recorded and sent to our Executive Team and relevant Manager or Director, and reported to the Board's Quality and Clinical Governance Committee.
3. We will email an acknowledgement to the person or organisation providing the feedback or making a complaint, but note that some feedback will not require follow up. Follow up work include any actions taken or planned in response to the feedback.



Our response time will depend on the nature of the feedback or complaint made. We will respond to them in a timely manner.

Complaints generally require follow up. In these instances, the relevant Manager or Director will ensure action is taken and communicated to the person or organisation submitting the complaint.

The complaints process includes:

- **Investigation, documentation and action:**
The complaint is investigated, documented, and actioned, with the aim of closing the complaint within **7 working weeks** from receipt. Status and actions taken will be communicated to the person submitting the complaint within the same period.
- Sometimes we may contact the person providing feedback to gain further information to help us provide a more targeted response.
- **Response to follow up questions about actions taken:** We will consider and respond to follow up questions about the actions taken including decisions made from the person or organisation who made the complaint, provided they are made **within a month** from the communication of the actions to resolve the complaint.
- **Improvements:**
Changes may be made to policies, systems and processes, as appropriate. Learnings are also communicated to the relevant team and shared with the rest of the organisation.



Feedback or complaints from anonymous senders will be followed up in the same way as other feedback and complaints, although this limits our ability to communicate our actions to the sender of the feedback or complaint.

More information

If you need further information or would like to request for a full copy of our Feedback and Complaints Policy, please contact us on (03) 9347 1188.

Need more support?

If you feel that we have not met your needs with our actions including our response to your follow up questions, you may contact the Department of Health at Phn.Complaints@health.gov.au. Please refer to the [PHN Program Complaints Policy](#) for further details about lodging a complaint with the Department of Health.



We acknowledge the peoples of the Kulin nation as the Traditional Owners of the land on which our work in the community takes place. We pay our respects to their Elders past and present.

