



Complaints and Patient Feedback Policy

Greenhills Health Hub has a Policy of Learning and Improving.

In the case of patient feedback and /or complaints we will use this information (de-identified) to discuss ways to improve our services, procedures and for staff training.

- Where appropriate, we ensure that complaints are reviewed at meetings
- We analyse trends and discuss the methods of resolution
- Other types of patient feedback – i.e. surveys and suggestion box feedback are also reviewed at meetings
- We record improvements made in response to patient feedback or complaints as evidence of quality assurance activities
- Where appropriate, we inform the patient/s about our improvements made as a result of their input.

Complaints – Policy

GreenHills Health Hub understands that despite our best intentions, we and the practitioners who consult from GreenHills Health Hub are unable to satisfy everybody all of the time. We see patient feedback, both positive and negative as an opportunity to maximise strengths and to address weaknesses. Patient feedback is always invited and accepted appreciatively.

Complaints – Procedure

We have a complaints resolution process and we make the contact details for the state or territory health complaints agencies readily available to patients if we are unable to resolve their concerns ourselves.

Patients are encouraged to provide us with feedback by raising their concerns either:

- In person with the Practice Manager, or their GP.
- Emailing the Practice Manager (claire@peppertreegp.com.au)
- Calling the Practice Manager (0283784206)
- In writing (letter)
- Or via the QR code and online form in the waiting area.



Patients are encouraged to complain anonymously if desired.

All complaints are dealt with in a timely and confidential manner. All complaints are acknowledged within 2 business days of being received in writing and are actioned as a matter of urgency. Greenhills Health Hub then follows a strict procedure of investigation, feedback, mediation and improvement and provides the complainant alternative avenues if they deem the resolution to be unsatisfactory. It is our priority to work with the complainant throughout the process where appropriate and/or possible.

Under the Health Services (Conciliation & Review) Act 1987 people with complaints are encouraged to try to resolve them directly with the health service provider. If a satisfactory outcome is not achieved, then the complaint can go directly to the Health Services Commissioner for action. The public may also call the Office of the Health Services Commissioner at any time concerning a query or to report a complaint. The NSW Health Care Complaints Commission can be contacted via the following ways:

- Telephone: 1800 043 159
- Online: <http://www.hccc.nsw.gov.au/Complaints/How-To-Make-a-Complaint/Default/default.aspx>

Under national and state privacy laws: Commonwealth Privacy Act – Privacy Amendment (Private Sector) Act 2000 and the Australian Privacy Principles (APPs), GreenHills Health Hub must provide and adhere to a complaints process for privacy issues and those related to the APPs/Health Privacy Principles (HPPs).

All staff are prepared to address complaints as they arise. Depending on the nature of the complaint and advice received from medical indemnity company, complaints are recorded and actioned, with a copy placed in the patient's medical record if related to patient care.

All clinical staff and the practice manager are aware of their professional and legal obligations regarding the mandatory reporting of unprofessional conduct.

The National Privacy Commissioner can receive complaints concerning privacy issues. Complaints here will have a response within 28 days.

National Privacy Commissioner

Privacy hotline 1300 363 992
GPO Box 5218

Sydney NSW 2001

<http://www.privacy.gov.au/complaints>

Members of the public may make a notification to Australian Health Practitioner Regulation Agency (AHPRA) <http://www.ahpra.gov.au/> (AHPRA) about the conduct, health or performance of a practitioner or the health of a student. Practitioners, employers and education providers are all mandated by law to report notifiable conduct relating to a registered practitioner or student to AHPRA.

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