

Feedback and Complaints Policy

Complaints Handling

Any feedback or complaints in relation to Bakewell Medical Centre should be directed to the Practice Manager by emailing manager@bakewellmc.com.au. In most cases the complainant will be asked to lodge their complaint in writing and identify themselves so that Bakewell Medical Centre can respond to them personally.

Unless a complaint can be dealt with immediately to the satisfaction of both parties, Bakewell Medical Centre will provide a written response to the complainant within 30 days of the complaint being received.

If an individual believes their complaint has not been appropriately handled by Bakewell Medical Centre, they should contact the:

Office of the Federal Privacy Commissioner

Privacy Hotline 1300 363 992 (local call charge) or via <http://www.privacy.gov.au/publications/npps01.html>

Patient Privacy

Prior to a patient signing consent to the release of their health information, patients are made aware that they can request a full copy of our privacy policy.

Patient consent for the transfer of health information to other providers or agencies involved in the patient's healthcare (e.g. treating practitioners and specialists outside the practice) is obtained at the patient's first visit to our practice through the *New Patient Information Form*. Once signed, this form is scanned into the patient's health record and its completion is noted.