



*Value Healthy Outcomes*

## Health Reimagined: Compliment and complaint procedure

The Australian Charter of Healthcare Rights includes the right to comment on care and having concerns addressed.

Health Reimagined wants to solve problems quickly, but we need to be told about the problem first. If you have any suggestions about how services could be improved, please let staff know.

We value all feedback, good and bad, because it helps us to improve our efficiency and effectiveness.

### Complaints

If you have a complaint about an action or decision made by Health Reimagined, we would welcome the opportunity to assist you and resolve your complaint.

If you have a complaint about a Provider, please address your complaint in the first instance to that Provider

### Anonymous complaints

Anonymous complaints will be accepted and recorded within the complaints management register. However, there will be limitations as to how thoroughly an anonymous complaint can be investigated.

### What happens to my complaint?

- When we receive your complaint we will send you a letter within 7 days letting you know that we have received it.
- We will investigate your complaint, and aim to resolve it. We may contact you for further information.
- We will write to you and let you know the outcome. Most complaints are resolved within 30 days however some complaints are more complex and take longer. We will keep you informed if this is the case.
- If for some reason we cannot investigate your complaint (for example, the issue is outside our jurisdiction), we will write to you and let you know.
- We keep a record of your complaint and a report of complaints is made to the Board of management if they are not resolved as above

### How to make a compliment or complaint

The best way is:

- by sending an email to [info@healthreimagined.com.au](mailto:info@healthreimagined.com.au) ; or
- by writing to Chief Executive Officer, Health Reimagined, PO Box 1056 Bungalow, QLD 4870
- Phone (07) 4044 8900