

We value your feedback



Our commitment to ensuring our healthcare services meet your expectations means **we value your feedback!** If you would like to compliment one of our staff or have a suggestion on how we can improve, we want to know. If we make a mistake, or our service doesn't meet your expectations, we also want to know.

Please tell us about your experience or thoughts regarding the service provided by **Centra Medical Imaging Macquarie**.

We will try our best to resolve or implement your feedback as soon as possible within the practical limit. If you provide your contact details, we will report on the progress /outcome of your feedback within 21 days. Please help us to identify the opportunities to improve the quality and safety of our patient care and work environment.

Our Policy on your Feedback

- Complaints made about **Centra Medical Imaging Macquarie** Staff or services will at **all times be considered serious**. Patient Feedback and Complaints **Policy and forms will be on display** in the practice and available to all patients.
- All complaints **will be recorded** in the Practice Complaints Register by either the Diagnostic Radiographer/Medical Imaging Technologist, Office Manager or delegate where relevant.
- If you wish to lodge a **formal complaint** regarding a staff member, you will be requested to submit the **complaint to the practice principal in writing on Centra Medical Imaging Macquarie Patient Feedback and Complaints form**. The practice principal is responsible for the investigation of the complaint. The Operations Manager will **notify the complainant (in writing) within 21 days** of the outcomes and resolutions of the complaint.
- **Verbal complaints** will be responded to (where possible) immediately by the relevant senior staff member or practice principal.
- Where you provided the contact details on the Feedback and Complaints form, and indicated the **request of reply on your feedback**, Centra Medical Imaging Macquarie will respond in writing to patient **feedback within 21 days**.

- We use two **methods** for receiving and recording **feedback and complaints**:
 - A Customer Feedback and Complaints Form, and
 - A Complaints Handling Register.

How your feedback will be handled?

• Complaints Procedure

Upon your submission of complaint, you will be advised of our Consumer feedback and Complaint policy and procedure and expected resolution times. If the complaint is about a matter which can be resolved immediately without reference to others, then the staff member is expected to take the necessary action.

Staff members are to seek clarification from the Practice Principal or delegate where required. Corrective action will take place within two days or as soon as possible.

We will ensure the complaint or feedback is recorded on the Customer Feedback and Complaints Form and included on the Complaints Handling Register.

• Obtaining Feedback

Centra Medical Imaging Macquarie seeks feedback by:

- Encouraging patients to complete feedback forms
- Undertaking periodic surveys

Feedback is periodically reviewed and assessed contributing to continuous improvement processes.

Steps to Provide Feedback

Please fill out the patient feedback and complaint form (titled as "Suggestions") and put it in the box provided at the reception desk.

Or you can email your comment to sunny@centramedical.com.

We will take appropriate corrective action as soon as possible and notify you of the outcome of your feedback if provided the contact detail.

Privacy Statement

Centra Medical Imaging Macquarie may collect personal information to attempt to resolve your complaint. By submitting a complaint, you acknowledge that **Centra Medical Imaging Macquarie** may disclose your information to third parties for the purpose of attempting to resolve your complaint or where it is required or allowed by law.