

## Feedback & Complaints Policy

### Your Feedback Matters

At Praxis Medical, we are committed to providing safe, respectful, and high-quality healthcare. We welcome feedback from patients, carers, families, and community members as it helps us improve our service.

### Providing Feedback or Making a Complaint

You can provide feedback, raise a concern, or lodge a complaint in any of the following ways:

- **Speak with a team member** in person at the practice
- **Email our Business Manager**, Jayde Darin, at [jayde@praxismedical.com.au](mailto:jayde@praxismedical.com.au)
- **Submit a written letter** to:

Praxis Medical  
122 Giblett Street  
Manjimup WA 6258

You may also make a complaint anonymously if you prefer. Our team is trained to manage complaints and ensure your concerns are treated respectfully and confidentially.

### What Happens Next?

- We will acknowledge your complaint within two working days
- We aim to resolve complaints within 30 days
- If it will take longer, we'll keep you updated on progress and expected timelines
- You will receive a clear explanation, and if appropriate, an apology
- Any changes we make as a result of your feedback will be shared with you

We aim to resolve most issues promptly and respectfully within the practice. However, if you feel your concern has not been adequately addressed, or if your complaint relates to a privacy matter, you may contact the relevant external agency listed below.

## **External Complaints Contacts**

### **Health and Disability Services Complaints Office (HaDSCO)**

For unresolved complaints about health services or disability services in Western Australia:

Website: [www.hadsko.wa.gov.au](http://www.hadsko.wa.gov.au)

Phone: (08) 6551 7600

Toll Free: 1800 813 583

### **Office of the Australian Information Commissioner (OAIC)**

For complaints about privacy and personal information:

Website: [www.oaic.gov.au](http://www.oaic.gov.au)

Phone: 1300 363 992

Mail: GPO Box 5218, Sydney NSW 2001

### **Australian Health Practitioner Regulation Agency (AHPRA)**

To report serious concerns about a health practitioner:

Website: [www.ahpra.gov.au](http://www.ahpra.gov.au)

## **Our Commitment to You**

We believe in open communication, continual improvement, and doing the right thing. If you would like to discuss a complaint or suggestion, please contact:

Jayde Darin

Business Manager / Director

Email: [jayde@praxismedical.com.au](mailto:jayde@praxismedical.com.au)

Phone: 9772 1108

Mobile: 0422 070 195