



POLICY Complaints Management System

1.0 Purpose

- 1.1 The Office of the Medical Board (the Office), recognises that both positive and negative feedback is essential in providing quality services that meet the needs of our clients and the public.
- 1.2 The purpose of the Complaints Management System Policy (the Policy) is to:
 - Guide the implementation of the Office's Complaints Management System (CMS);
 - Raise awareness within the Office of the operation of the CMS and the right of persons to provide feedback about the Office's services;
 - Promote the use of CMS as a tool to contribute to safe, accountable and responsive service delivery; and
 - Support the objects of the *Medical Practitioners Registration Act 2001 (MPR Act)* and the *Health Practitioners (Professional Standards) Act 1999 (HPPS Act)*.
- 1.3 The Complaints Management System will:
 - Record and monitor service related feedback;
 - Categorise issues to identify trends;
 - Channel information to those who can prevent recurring problems;
 - Utilise reports as a source of information for continuous improvement; and
 - Ensure the management of complaints is not compromised by conflicts of interest.

2.0 Scope

- 2.1 The Policy applies to feedback concerning the services delivered by Office staff, including:
 - compliments about staff performance, service delivery, and conduct;
 - complaints about staff performance, service delivery, and conduct; and
 - comments about service delivery, services offered and conduct.
- 2.2 The Policy does not apply to:
 - decisions and conduct of the Medical Board of Queensland or its delegated committees;
 - complaints against or about services provided by medical practitioners, which are governed by the MPR Act and the HPPS Act;
 - reports of suspected official misconduct and/or public interest disclosures;
 - staff grievances and conflict, including workplace harassment;
 - privacy breaches;
 - complaints dealt with under the State Procurement Policy;
 - contract-related complaints (excluding conduct breaches); or
 - staff appeals.

3.0 Commitment

- 3.1 The Office is committed to ensuring that feedback is dealt with in a responsive, efficient, fair and economical way. Business Strategy Services will be responsible for the operation of the system, monitoring of outcomes, appointing appropriate staff to investigate complaints and comments, and identifying potential service improvements and solution initiatives.

3.2 As a service provider and employer, the Office commits to:

- Providing information about how a person may lodge feedback, including review options;
- Ensuring complaints are managed objectively and in a timely way observing procedural fairness;
- Recording details on an electronic register; and
- Ensuring that the CMS encourages feedback and individuals do not suffer any reprisals or detriment (e.g. poor future service) for providing negative feedback.

4.0 Principles

4.1 The following principles underpin the CMS and the Policy:

4.2 *Visibility and Access*

- a. That all persons have access to information about the CMS including how and where to lodge feedback.
- b. Feedback will be accepted verbally or in writing (including email, online, and via mail).
- c. The policy will be available on the Medical Board of Queensland's website (www.medicalboard.qld.gov.au).
- d. Reasonable assistance will be available to persons with special needs, including those who:
 - may be disadvantaged,
 - are unable to lodge a complaint in writing,
 - English is their second language, or
 - have an intellectual or physical disability.

4.3 *Responsiveness*

- a. All feedback will be acknowledged and responded to in a timely manner.
- b. All staff made aware of the existence and operation of the CMS on the Intranet.
- c. Timeframes for resolution will be monitored to promote continuous improvement.
- d. Persons will be entitled to receive progress reports during lengthy reviews.

4.4 *Assessment and Action*

- a. Feedback will be assessed and categorised upon receipt.
- b. Feedback will be dealt with fairly and objectively.
- c. Complaints will be resolved with as little formality as possible.
- d. Unless otherwise required by law, privacy and confidentiality will be maintained at all times.

4.5 *Communication (feedback)*

- a. Information clearly explaining how and why an outcome was reached will be provided to relevant persons.
- b. People will be advised of other review options (e.g. Ombudsman) upon inquiry and via the website.

4.6 *Monitoring Effectiveness*

- a. Feedback will be recorded via an electronic register, which will:
 - identify complaint trends and outcomes via the register.
 - monitor the time taken to close complaints; and
 - monitor the time taken to respond to feedback.
- b. Annual reviews will be coordinated by the Director, Business Strategy Services.

5.0 Review of outcomes

- If a person is dissatisfied with the outcome of their complaint, they may request an internal review be undertaken.
- If a person remains dissatisfied with the outcome, they will be advised of external review options such as requesting the Ombudsman's office to undertake a review.

6.0 Resources and training

6.1 Staff who have a role in managing feedback will receive training. The Office will ensure that:

- Guidelines and an electronic register are readily available to staff;
- To assist persons outside of the Office, staff will be aware of:-
 - how to locate and complete the on-line complaints form; and
 - where to access external resources to assist those with language, literacy, or disabilities which may impact on their ability to lodge feedback;
- Training is provided to meet the different needs of staff, both during induction programs and prior to amendments of the CMS and policy;
- Internal guidelines are reviewed regularly, at a minimum of annually.

7.0 Policy Review

7.1 This Policy shall be open for review on an ongoing basis and may be amended at any time to ensure that the policy complies with all current directives and to maintain an effective complaints management system.

8.0 Reference material

- Effective Complaints Management – Queensland Ombudsman.
- Directive 13/06 Complaints Management Systems – Office of the Public Service Commissioner.
- *Right to Information Act 2009 (RTI)* and *Information to Privacy Act 2009 (IP)*.
- AS ISO 100002-2006 Customer Satisfaction – Guidelines for complaints handling in organisation.

9.0 Related documents

- Assessment Guidelines – Office of the Medical Board
- Complaint Categories – Office of the Medical Board
- Public Information Disclosure Policy - Office of Health Practitioner Registration Boards
- Harassment at Work Policy - Office of Health Practitioner Registration Boards
- Grievance Procedure - Office of Health Practitioner Registration Boards
- [Managing and Resolving Conflict Policy](#) - Office of Health Practitioner Registration Boards
- [Determining Conflict of Interest Policy](#) - Office of Health Practitioner Registration Boards