

Complaints Policy

Last Updated: May 2024

At Dr Simone Doreian Cosmetic Clinic ("we," or "our"), we are dedicated to providing high-quality healthcare services to our patients. However, we understand that patient concerns and complaints may arise from time to time. This Policy outlines the procedure for patients to submit complaints and the process for addressing and resolving these issues.

This policy applies to all patients and individuals who receive services from Dr Simone Doreian Cosmetic Clinic.

Options available

Patients are encouraged to follow these steps to submit a complaint:

- **Informal Discussion:** Patients are encouraged to address their concerns informally with us initially. Many issues can be resolved at this stage through open communication.

If you aren't happy with something that occurs before, during or after your treatment, please let us know what happened. We recommend doing this in a brief email, describing what happened and why you are upset. You can email Dr Simone directly on: simone@doreiancosmeticclinic.com.au. We will then call you to discuss your concerns or make an appointment to discuss your concerns.

- **Formal Complaint:** If the issue remains unresolved or if the patient is uncomfortable discussing the matter informally, they may submit a formal written complaint. Complaints should be submitted in writing to simone@doreiancosmeticclinic.com.au

Process for formal complaints

Upon receiving a formal complaint, we will take the following steps:

1. **Acknowledgement:** we will acknowledge the complaint in writing, within five working days of receiving the complaint. The acknowledgement will:
 - a. confirm receipt of the complaint; and
 - b. identify any issues that need to be clarified.
2. **Investigation:** we will thoroughly investigate the complaint. This may involve gathering relevant information and interviewing relevant parties.
3. **Response:** After we have concluded the investigation, we will respond in writing to each of the issues raised in the complaint. Where appropriate, we will apologise for what has happened. We may also propose actions that we consider appropriate to resolve the complaint.

Escalation

If the patient is not satisfied with the proposed resolution, they have the option of taking the complaint for external review by:

- The Office of the Victorian [Health Complaints Commissioner](#), which can be contacted on 1300 528 113.

- The [Australian Health Practitioners Regulatory Agency](#), which can be contacted on 1300 419 495.

Privacy and Confidentiality

We will handle all complaints with the utmost confidentiality. We will only contact third parties who have information relevant to the complaint and will not make any information available to third parties without the patient's consent. Wherever possible, patient names and details will be kept confidential throughout any investigation.

A record of all complaints and their resolutions will be documented and maintained in accordance with the Commonwealth *Privacy Act* and the Victorian *Health Records Act*. My Privacy Policy can be found here [\[insert hyperlink\]](#).

Contact details

If you have any questions or concerns about this Complaints Policy or wish to make a formal complaint, please contact me at simone@doreiancosmeticclinic.com.au