

COMPLAINT HANDLING STANDARDS

All health service providers in Victoria must meet legislated standards for complaint handling.

In summary, a health service must:

- Promptly acknowledge complaints and make appropriate attempts to resolve them.
- Provide information on how to make a complaint to health service consumers in an accessible and understandable form.
- Inform those who have made a complaint of the complaint's progress and its outcome.
- Keep personal information collected in the course of a complaint in a confidential manner.
- Keep a record of all complaints, including any action taken in managing them.

The full set of complaint handling standards for Victorian health services is laid out in Schedule 1 of the *Health Complaints Act 2016* (Vic).

Complaint handling is an important part of being a safe and responsive health service.

Resolving complaints effectively creates opportunities for you to restore confidence in your services, improve quality through feedback and to prevent minor issues from escalating into major problems.

Failure to meet the complaint handling standards can itself be grounds for a complaint to the Health Complaints Commissioner.

To see the relevant legislation or for more information on the complaint handling standards visit hcc.vic.gov.au or else call **1300 582 113** between 9am and 5pm, Monday to Friday.