

## UNDERTAKINGS

As part of the complaints resolution process, a health service provider may give an undertaking to the Commissioner. This is essentially a promise to do something by a certain date that will address an underlying issue in the complaint. It may involve a commitment to make quality improvements, changes in policy or practice, training or other actions.

Any undertaking made to the Commissioner will be recorded in writing and signed by the provider.

Once an undertaking is made, the Commissioner may require the provider to report back, in writing, to satisfy them that the undertaking has been completed. This will occur no later than 12 months after the undertaking was given. It is an offence for the provider to not provide this report.

There are consequences if the provider does not take any action in relation to undertakings. The Commissioner may conduct a follow-up investigation into whether there has been any failure by the provider to take action on the undertakings.

For more information on undertakings speak to the officer handling your case, visit [hcc.vic.gov.au](http://hcc.vic.gov.au) or call **1300 582 113** between 9am and 5pm, Monday to Friday.