

## Complaints Resolution Policy

If a patient wishes to make a complaint, staff must provide the patient with a 'Patient Comment Form' (*Protocol PT01*). The patient must complete the form and return it to the practice (Attention to the Practice Manager) via any one of the following options:

- Post or hand deliver to: Medika Health Clinic  
4, 476 Wanneroo Rd  
Westminster WA 6061
- Email to: [practicemanager@medikahealth.com.au](mailto:practicemanager@medikahealth.com.au)

Should the patient indicate that they would like a response, the practice manager will respond accordingly. In the occurrence that the patient feels that the complaint has not been dealt with sufficiently, they are able to make a formal complaint (notification) to the governing medical body, the Australian Health Practitioner Regulation Agency (AHPRA).

Patients can make a formal complaint by visiting the AHPRA website, [www.ahpra.gov.au](http://www.ahpra.gov.au), and clicking on 'Make a Complaint' and then downloading the 'Notification Form - NOTF-00'. Should a patient not have access to the internet, they may call AHPRA on 1300 419 495 and ask for a 'Notifications Officer' to request that a 'Notification Form' be posted to them. Patients can return the completed 'Notification Form' to AHPRA via post to:

AHPRA  
GPO Box 9958  
Perth WA 6000

AHPRA's 'Notification Process' has seven (7) stages:

Lodgement,  
Assessment,  
Investigation,  
Health Assessment or Performance Assessment,  
Immediate Action,  
Panel Hearings, and  
Tribunal Hearings.

For more information on AHPRA's 'Notification Process', please visit the website listed below.

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