

QMP012

Consumer and Stakeholder Feedback Policy

JonesRadiology

Consumer and Stakeholder Feedback Policy

Introduction

Consumer feedback from patients, referrers or relevant third parties improve the quality and safety of diagnostic imaging service provision. Rights and obligations are described in the Australian Charter of Healthcare Rights, the Australian Open Disclosure Framework, the Australian Privacy Principles and the ACSQHC Feedback and Complaints Management.

Jones Radiology encourage patients, carers, referrers and others to provide feedback on all aspects of our service.

Objectives

To ensure feedback is actively encouraged from patients, carers, referrers and other stakeholders. Feedback is managed through open disclosure, fairness, respect, accessibility, and responsiveness.

Policy

Jones Radiology is committed to being responsive to the needs of our patients and resolving any complaints in a professional and timely manner. We are committed to upholding patient confidentiality and privacy as outlined in our privacy policies.

Feedback is actively encouraged with multiple accessible methods:

- Verbally, face to face or by phone, to any staff member or doctor.
- On-line form on the Jones Radiology website, <http://www.jonesradiology.com.au/>
- In writing (letter or email).
- Periodic surveys.

Our commitment

We are committed to providing the best possible service and strive for continuous improvement at every opportunity.

All feedback (compliments, suggestions and complaints) is recorded centrally and managed via a comprehensive process. An appropriate staff member is allocated responsibility for each piece of feedback, including investigation of complaints and maintaining contact with the complainant. The privacy and confidentiality of individuals is respected.

Your satisfaction is important to us so if you are not happy with the progress or outcome of your complaint you can call 1800 375 663. In the unlikely event that a resolution cannot be reached we may refer you to an independent advocate service.