

Phone 07 4758 0500
Fax 07 4758 0558
Email sue@rossleamedicalcentre.com.au
Post 112 Bowen Road Rosslea Q 4812



COMPLAINTS FORM:

Rosslea Medical Centre complies with the Health Services (Conciliation and Review) Act 1987 and has a systematic and formal process for dealing with complaints. Our staff understand their responsibilities for dealing with complaints and our practice aims to ensure all patients and their families are informed about our approach to dealing with complaints.

Managing complaints

Our patients, family members and others are encouraged to raise any concerns directly with a member of our practice team or ask to speak with the Practice Manager Sue or they have the opportunity to put it in writing via our patient feedback process or our suggestion box. Patients can remain anonymous if desired. Our practice aims to respond to and resolve the majority of complaints received in a timely resolution. Practice Manager Sue Sigmund is the person responsible for feedback collection and analysis and handling of complaints.

Date of Complaint	Time	Complaint information

**Thank you for providing us with your concerns, I will endeavour to address your concerns quickly
If you leave your name and phone number, I will contact you directly.**

**Sincerely
Sue Sigmund
Practice Manager**