

Complaints are welcomed by EMPHN – it's one of the ways we improve what we do. If you are a health consumer, a stakeholder, a provider or an employee we are committed to providing an accessible way to lodge a complaint, and to handling your complaint objectively, efficiently and to maintain your privacy throughout.

## To make a complaint

The first option is to have a conversation with the person or team responsible for the area of the complaint. If you don't want to do that, or you try and it doesn't work, lodge a formal complaint via the feedback portal on our website or intranet.

Complaints can be lodged anonymously – however this might limit EMPHN's capacity to investigate and resolve the issue where more information is needed.

When submitting a complaint, provide as much detail as possible, such as:

- A clear statement of the complaint, and who is involved
  - also include, dates, times, witnesses, other evidence
- Any resolution attempts that have already been made
- How you want the complaint managed – for consideration by the investigator
- What outcome would be acceptable to you

## How EMPHN manages complaints

### The process

1. When a complaint is lodged via the online portal, you'll immediately get an acknowledgement that we've got it. Responses to emailed complaints are dependent on the email recipient being at work, so if you get a return email saying the person is out of the office, you might need to email someone else, or use the online feedback facility.
2. If you've left your contact details, you can expect an EMPHN representative to be in touch with you within two weeks – to either offer a resolution or explain the investigation process and the next steps.
3. Depending on how complex the complaint is, we'll do our best to complete an investigation and provide an acceptable resolution in writing within a month. If there's a delay, we'll let you know, and explain why.
4. The final report will also include a recommendation on any further action to be taken.

### Potential Outcomes

Depending on the complaint, there several ways resolution might be offered. These include one, or a combination, of:

- Mediation
- An apology
- Change to an EMPHN program or process

- Remedial training for EMPHN employees where improvements are required
- Disciplinary measures taken against an employee

## Appeal Process

If you disagree with the decision made by EMPHN, you can appeal. This must be done in writing – within 10 working days of being told the outcome of the investigation. Appeals are overseen by our CEO, who appoints a reviewer to consider:

- the findings of the investigation; and
- whether they were clearly explained to you

An appeal might:

- uphold the original outcome; or
- instigate another review

We'll let you know the appeal outcome within two weeks.

## Where to get help?

- If you make a complaint to EMPHN and are unsatisfied with the outcome, you can take your complaint to the Department of Health and Aged Care via the [Primary Health Networks Program Complaints Policy](#)
- For enquires about this procedure, contact its owner: the Privacy Officer [privacyofficer@emphn.org.au](mailto:privacyofficer@emphn.org.au)
- You can also provide feedback on this procedure, or EMPHN's handling of a complaint by using the feedback option on our website or internal intranet