



Feedback, Compliments & Complaints Process

Would you like to make a compliment, suggestion or complaint?

Adelaide Plastic Surgery strives to ensure every person attending Adelaide Plastic Surgery has a positive experience. Your feedback tells us what we are doing well and where we could improve. We welcome all feedback including compliments, concerns, suggestions or complaints.

We ask patients or families to follow the process described below. These steps ensure patients first seek assistance from staff members who are most familiar with their care, and who can provide additional options if needed:

1. Please speak with the members of our healthcare team first. Usually, they can quickly resolve most issues. Talk to our reception staff who can direct you to one of our nurses, administration staff or surgeons if required.
2. If you are not satisfied with the response you have received from our team, you have other options:
 - Write to Adelaide Plastic Surgery, Executive General Manager
Address: Level 4, 18 North Terrace, Adelaide 5000 SA.
Email: admin@apsa.com.au
 - Phone Adelaide Plastic Surgery and ask to speak to Executive General Manager
08/8213 1800

What feedback to provide?

Tell us as much as possible, e. g. what happened, where and when, including dates and times if possible. Include information on who was involved and provide your details if are the person affected or the relative involved.

Let us know what you would like to see happen as a result of your feedback. Include your contact details if you would like someone to contact you.

Making a complaint will not impact on any care or treatment provided. The information is kept confidential.

All complaints are investigated thoroughly and you will receive an acknowledgement of your complaint within two working days.

You will receive a response within 30 working days, although there may be times, due to the complexities of the issues raised, that it may take longer and you will be notified of any delays.

If you are dissatisfied with our response, you may wish to contact the following independent regulatory bodies:

Health and Community Services Complaints Commission – HCSCC-
independent, statutory office established by the *Health and Community Services Complaints Act 2004*

Website: www.hcsc.sa.gov.au

Contact details:

Email: info@hcsc.sa.gov.au

Phone: (08) 7117 9313

For specific medical or nursing complaints/feedback:

Australian Health Practitioner Regulatory Agency - AHPRA

AHPRA works in partnership with the National Boards to ensure that Australia's registered health practitioners are suitably trained, qualified and safe to practise.

Website: www.ahpra.gov.au

Online inquiry can be made at the following link:

<https://www.ahpra.gov.au/About-Ahpra/Contact-Us/Make-an-Enquiry.aspx>

Phone: 1300 419 495