

Complaints Management Policy Statement

Purpose: Wentworth Healthcare, provider of the Nepean Blue Mountains Primary Health Network (NBMPHN) has a detailed [Complaints Management Policy](#). This Policy Statement is a short summary to support anyone to make a complaint.

What is a complaint?

A Complaint is an expressed dissatisfaction, related to services, programs or operations of Wentworth Healthcare. Anyone can make a complaint – including a consumer, a carer, family member, or anonymously.

We fund a range of health and wellbeing services, and we also deliver services directly.

It can be difficult to know whether we fund or deliver the service you wish to complain about. You are welcome to contact us to check.

People may have a negative experience, an unexpected outcome, or experience harm when engaging with our programs and services. By investigating complaints, we can address issues to improve our programs and services.

Complaints Management Process



1. Receive

Complaints can be made by:

- Phone: 02 4708 8100
- Email: complaints@nbmphn.com.au
- In writing: Wentworth Healthcare Ltd, Locked Bag 1797 Penrith NSW 2751
- Online form: [Have your say](#)
- You can also speak with a staff member

Please tell us your name, phone number, email address and details of your complaint.

We try to investigate complaints even if you haven't given us your name or details. Please note this may limit our ability to resolve a complaint and we won't be able to report back to you on the outcome.

2. Acknowledge

We will let you know within three business days that we have your complaint. We will give you details of a contact person who will manage the complaint.

We will ask how you would like us to communicate with you.



We will make a record of your complaint, which will include:

- your contact details
- any verbal and written correspondence
- details of the issue and how you want it to be resolved
- any support you may need.

3. Assess and investigate

We will assess the complaint to decide what action to take next. This may take some time, but we will keep you informed regularly.

4. Determine outcome

We will tell you the outcome when the assessment and investigation is completed. Possible outcomes may include:

- Meeting with relevant parties
- Referral to another body including but not limited to the service provider, to the Healthcare Complaints Commission (HCCC), to the Australian Health Practitioners Registration Authority (AHPRA), to the Privacy Commission, to other Commissions in health or the Local Health District (LHD).
- No further action required
- Communication with the service provider

You may ask for a review of the outcome if you are not satisfied. You should ask for this in writing within three months by contacting us again:

- Phone: 02 4708 8100
- Email: complaints@nbmphn.com.au
- In writing: Wentworth Healthcare Ltd, Locked Bag 1797 Penrith NSW 2751
- Online form: [Have your say](#)
- You can also speak with a staff member

5. Close Complaints Management Process

Once closed, the complaint is recorded in our Complaints Management System and records are kept for the required time. The time that records are required to be kept may vary and we will let you know this when we close your complaint. Complaints are reviewed regularly to help us resolve systemic issues and for quality improvement.

Confidentiality

Wentworth Healthcare is bound by the Privacy Act when handling complaints related to personal information and manages complaints confidentially. As such, Wentworth Healthcare does not generally disclose the particulars of a complaint other than the parties to a complaint or authorised third parties. Our [Privacy Policy](#) details our approach to handling personal and sensitive information.