

# Complaints Management Policy

## Who are we?

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Idameneo (No 123) Pty Ltd (ACN 002 968 185) and our related body corporates (the **ForHealth Group, we, us**) manages medical and dental centres across Australia (**Centres**) and provide facilities and services to healthcare providers including medical and dental practitioners (**healthcare providers**) who operate their own independent businesses from the Centres.

We provide administrative and non-medical services to those healthcare providers to assist the healthcare providers to provide you with medical, dental or other health services (**medical services**). Those healthcare providers are not our employees or our independent contractors and, in providing medical services, are operating their independent businesses.

## Making a complaint

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If you have any concerns or would like to make a complaint about the medical services you have received from your healthcare provider, or about any services provided by the ForHealth Group, kindly lodge your complaint online on our complaints portal via this link: [Complaints Portal](#). Our complaints portal is accessible via our website.

Please include your name, email address and/or telephone number and clearly describe your concerns or complaint.

If you have difficulty writing or lodging your complaint, our receptionists and/or practice managers can provide assistance to lodge the complaint on your behalf via our complaints portal.

## Our complaints handling process

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Once we receive your complaint, your complaint will be assigned a reference number.

- If your complaint relates to a **healthcare provider**, we will provide a copy of your complaint to the relevant healthcare provider so that they can consider the matters raised and manage your complaint accordingly. Please note that the ForHealth Group is unable to respond to complaints on behalf of healthcare providers as they operate their own businesses and manage their own complaints.
- If your complaint involves a **staff member** of the ForHealth Group (e.g. a nurse or receptionist), your complaint will be referred to the staff member's manager (or where appropriate, the manager's manager) for assessment and review.

If necessary, your complaint may be referred for an investigation. If this occurs, a representative from the ForHealth Group will contact you to discuss your complaint, provide you with a likely timeframe and discuss what you can expect from the investigation process.

## How to contact us

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If you have any questions regarding our complaints handling process, you can contact us at:

<b>Email</b>	patient.feedback.mc@forhealth.com.au
<b>Post</b>	Attention: Patient Feedback Officer Level 1, 30-38 Short Street Leichhardt, NSW 2040