



ACT Reproductive Health Data Incentive Fund Program Feedback and Complaints Policy

Purpose

This policy is intended to ensure that Women's Health Matters (WHM) handle complaints relating to the ACT Reproductive Health Data Incentive Fund program fairly, efficiently and effectively.

The purpose of this policy is to outline how WHM will accept, manage and respond to complaints relating to the ACT Reproductive Health Data Incentive Fund program. It aims to:

- Provide a clear description of how people can make complaints to WHM about the ACT Reproductive Health Data Incentive Fund program,
- Provide a clear description of how WHM can and will respond to complaints,
- Provide information about how to make a complaint about a health service or practitioner. enable WHM to respond to complaints in a timely and cost-effective way.

This policy will comply with The Privacy ACT 1988 (Privacy Act).

This policy complements WHM's Complaints Handling Policy and Procedure. You should read all these policies together. Together, they provide more information about how WHM deals with complaints.

What are feedback and complaints?

Feedback includes opinions, comments and expressions of interest or concern which you make to us about WHM, or about the Reproductive Health Data Incentive Fund program. Feedback can be positive or negative.

Complaints are when you express dissatisfaction with WHM, the ACT Reproductive Health Data Incentive Fund program or the way we have handled your complaint.

We encourage people to provide us with feedback and make complaints about the ACT Reproductive Health Data Incentive Fund to help us improve it.

Who can provide feedback or make a complaint?

Anyone who has concerns or is dissatisfied with the ACT Reproductive Health Data Incentive Fund program can provide feedback or make a complaint. This includes patients and health practitioners.

What could I provide feedback or make a complaint about?

You may want a complaint to WHM if you have a poor experience with the program, including:

- Information about the program and where to access services that you were or weren't provided with, including on the WHM website,
- Waiting times for services,
- Quality of care you received from services participating in the program,
- Discrimination you experienced when accessing services participating in the program,
- Being charged fees.

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Who can I provide feedback or make a complaint about?

You can make a complaint about anyone involved with the ACT Reproductive Health Data Incentive Fund program. This includes:

- WHM staff (paid and volunteer),
- Our contractors, (including doctors and health practitioners who participate in the program).

How do I give feedback or make a complaint?

You can give feedback or make a complaint by:

- Calling us on (02) 6290 2166
- Emailing us at ReproductiveHealthFund@womenshealthmatters.org.au

You can also fill out our [Patient Experience Survey](#) if you have had, or tried to have, an abortion through the program. This survey is anonymous.

What will you do with my feedback or complaint?

- We will include your feedback or complaint in a special register for the ACT Reproductive Health Data Incentive Fund program.
- We will investigate the feedback or complaint. We may contact you for more information.
- We will seek a solution to the feedback or complaint. This could be an apology, a change of policy, a change in our documents, action on our contracts with providers, or helping you receive a refund.
- We will communicate with you about the feedback or complaint, and what we are doing in response. We will tell you if we cannot take action on your feedback or complaint. We will respond to you in a timely way and aim to resolve the issue as soon as possible.
- You can provide feedback or a complaint anonymously if you wish to. We will investigate anonymous complaints if there is enough information.
- We will keep your complaint confidential unless it is not appropriate or possible to find a solution.

If your feedback or complaint is about clinical care

Everyone has rights when getting healthcare. These rights are listed in the Australian Charter of Healthcare Rights.

This includes a right to safe and high quality clinical care that meets national standards. Clinical care means anything relating to the medical treatment or tests that you receive.

You may want to provide feedback about a doctor or service, or make a complaint, if:

- You think your rights have not been met,
- You want to share positive or negative feedback which may make things better for other people in the community.

It is the job of ACT Human Rights Commission or the Australian Health Practitioner Regulation Agency (AHPRA) to investigate complaints, and take disciplinary action, against doctors or health practitioners.

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This is not WHM's role because we do not fund clinical services through the ACT Reproductive Health Data Incentive Fund program (we pay doctors and health services to provide us with data).

However, we encourage you to tell us if you have a poor experience of clinical care. We will help you make a complaint to the ACT Human Rights Commission or make it ourselves.

We will also use the feedback or complaint to educate or ask doctors or health practitioners to improve their clinical care.

If we become aware of disciplinary or regulatory action against a doctor or health practitioner, we can end their contract as a program provider.

You can contact the ACT Human Rights Commission through their [website](#) or on 6205 2222.

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