



Your Feedback is Important to us.

Feedback and Complaints Policy

Kripa Health (trading as Southern Cross GP) handles all feedback with courtesy and respect.

We consider patient complaints as a valuable source of feedback to improve our services and we understand that ensuring patient satisfaction affects their health outcomes.

Face to Face / Verbal Complaint.

A patient will be asked to talk to our Practice Coordinator or Practice Manager in regards to their complaint and or feedback.

If the patient is at the front desk, the patient will be asked to go to a private room to discuss their complaint.

Written Complaint

The written complaint will be given to the Practice Manager for review of the contents of the complaint and to investigate in an impartial manner.

The Process.

All complaints and feedback in regards to customer service will be investigated by the Practice Manager. This process will be talking to the patient and staff member involved. If the practice manager needs to speak to other staff members to investigate the complaint they will do so and document their conversations.

Once the practice manager has all the evidence, they will then discuss with the Practice Principle for a resolution to the complaint.

All patients will be contacted in regards to the outcome.

Reflection of the complaint and new policies put in place to avoid a complaint in this manner again.

Discipline action may occur from the complaint.

Clinical Complaints

All clinical complaints are forwarded to the Practice Principle and Medical Officer.

It may be a requirement that the Dr is advised to contact his medico legal organisation.

On review of the complaint and the Dr's evidence an outcome will be reached and communicated with the patient.