

## Northern Health Centrepay complaints policy

### About this policy

This complaint policy outlines how Northern Health will manage and handle feedback and complaints from Centrepay customers.

### Accessing this policy

Our complaints policy can be accessed:

- on our website, [www.nh.org.au](http://www.nh.org.au)
- on display in our office or at outlets
- when you sign any forms with us to use Centrepay.

We will also provide a copy of our policy within **5 business days** upon request.

### How a customer can make a complaint

You can make a complaint using any of these channels:

- phone: (03) 8405 2457
- email: [Feedback@nh.org.au](mailto:Feedback@nh.org.au)
- online: [www.nh.org.au/patients-and-visitors/patient-information/your-feedback/](http://www.nh.org.au/patients-and-visitors/patient-information/your-feedback/)
- in writing: Patient Experience Office, 185 Cooper Street, Epping 3076

When you make a complaint, the following details will help us investigate and resolve the complaint:

- the date or dates when the issue happened
- your name and contact details
- any supporting documents or information. For example, your account or reference number.
- details of the issue or concern, including amounts, location, staff you spoke to or when you contacted for help.

You may choose to have an authorised third-party make a complaint on your behalf. This could include a financial counsellor, community lawyer, or a trusted friend or family member. We will accept established third party authority forms in these instances. In the absence of a form, we may seek confirmation from you that the person is authorised to act on your behalf.

## How we'll manage a customer complaint

What customers can expect from us when making a complaint.

Northern Health will:

- respond in writing or verbally, if a written response isn't possible
- aim to resolve the complaint within **20 business days**
- review the complaint fairly and impartially, without discrimination or detriment
- handle all complaints confidentially, and in accordance with privacy obligations
- escalate serious or complex complaints to senior management

We will keep customers informed of progress as we investigate and resolve complaints. All correspondence will be documented.

## How we'll manage an unresolved customer complaint

When a customer complaint is serious, repeated or remains unresolved, we will refer the complaint in writing to Services Australia within 5 business days.

We may also refer the matter to a relevant ombudsman or consumer protection agency, where required.

These services can be contacted at any time about the outcome.

Services Australia can be contacted using any of the following:

- by calling the feedback and complaints service on **1800 132 468**
- online via the Services Australia website or by using your Centrelink online account
- in writing to the following address:

**Centrelink and Medicare, Services Australia Complaints and Feedback  
Reply Paid 7800  
Canberra BC ACT 2610**

- in person at a Centrelink service centre.

If your complaint is related to other services provided by Northern Health, you can contact:

- The Victorian Health Complaints Commissioner on 1300 582 113, or at [www.hcc.vic.gov.au/contact](http://www.hcc.vic.gov.au/contact)
- The Victorian Mental Health and Wellbeing Commission on 1800 246 054, or at [www.mhwc.vic.gov.au/contact-us-0](http://www.mhwc.vic.gov.au/contact-us-0)
- The Victorian Ombudsman on 1800 803 314, or at [www.ombudsman.vic.gov.au/contact-us](http://www.ombudsman.vic.gov.au/contact-us)

## Record keeping

Our recording keeping practices are in accordance with the Northern Health Clinical Records Procedure, a copy of which can be requested from Northern Health.

Northern Health maintains complaint records relating to Centrepay securely for a **minimum of 7 years** in accordance with privacy obligations. Information retained may include, but not limited to:

- details of complainant
- details of the complaint
- actions taken
- the outcome of the complaint
- any referral or reports to relevant regulatory authorities, including information about dispute resolution schemes.